

Supervisor Skill Building Session

February 2026

Performance Improvement & Building Success in Employees

Our Plan for Today

Understanding “Performance”

Supervisor Steps:

- Set the Foundation
- Identify the Root Issue
- Give Effective & Timely Feedback
- Performance Improvement Process

Tips & Things to Consider



Understanding “Performance”

What is the purpose of performance improvement

Curiosity Over Judgement

Outputs

What gets done

Behaviors

*How work gets
done*

Alignment



Supervisor Steps:

Setting the Foundation: Clear Expectations

Role Clarity & Definition of “Success”

SMART Goals

Avoid Assumption Drift

Use Job Description

Use Performance Review



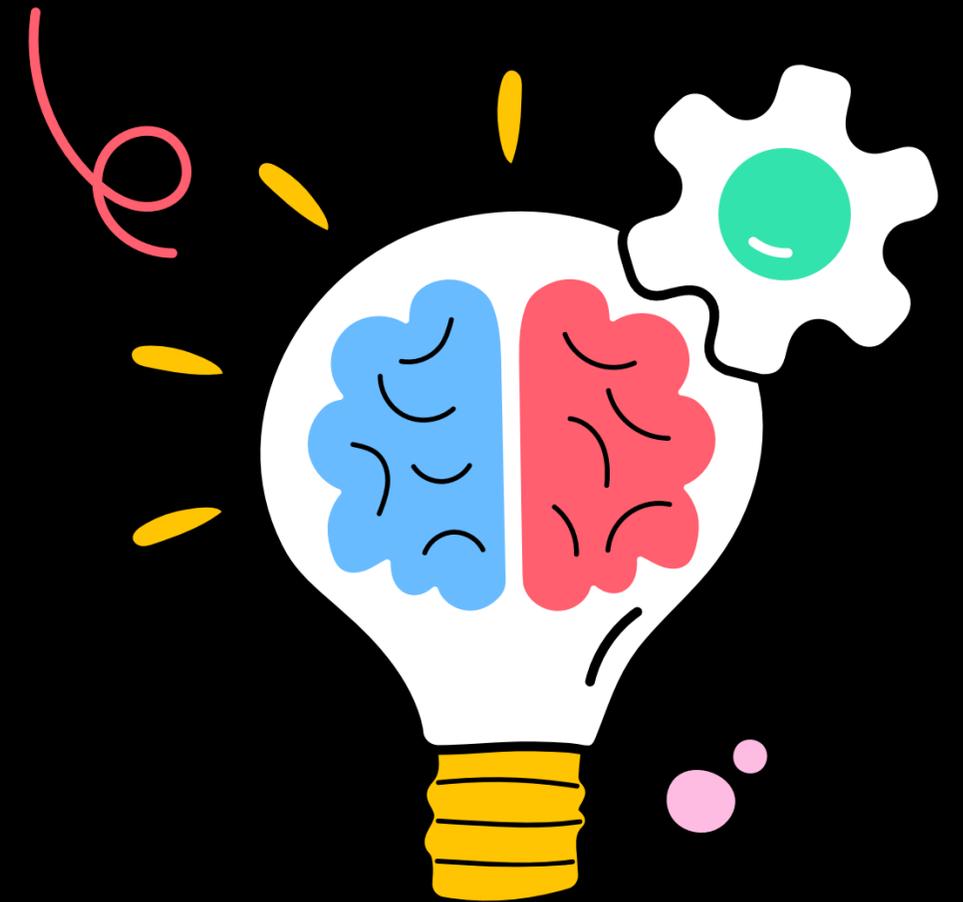
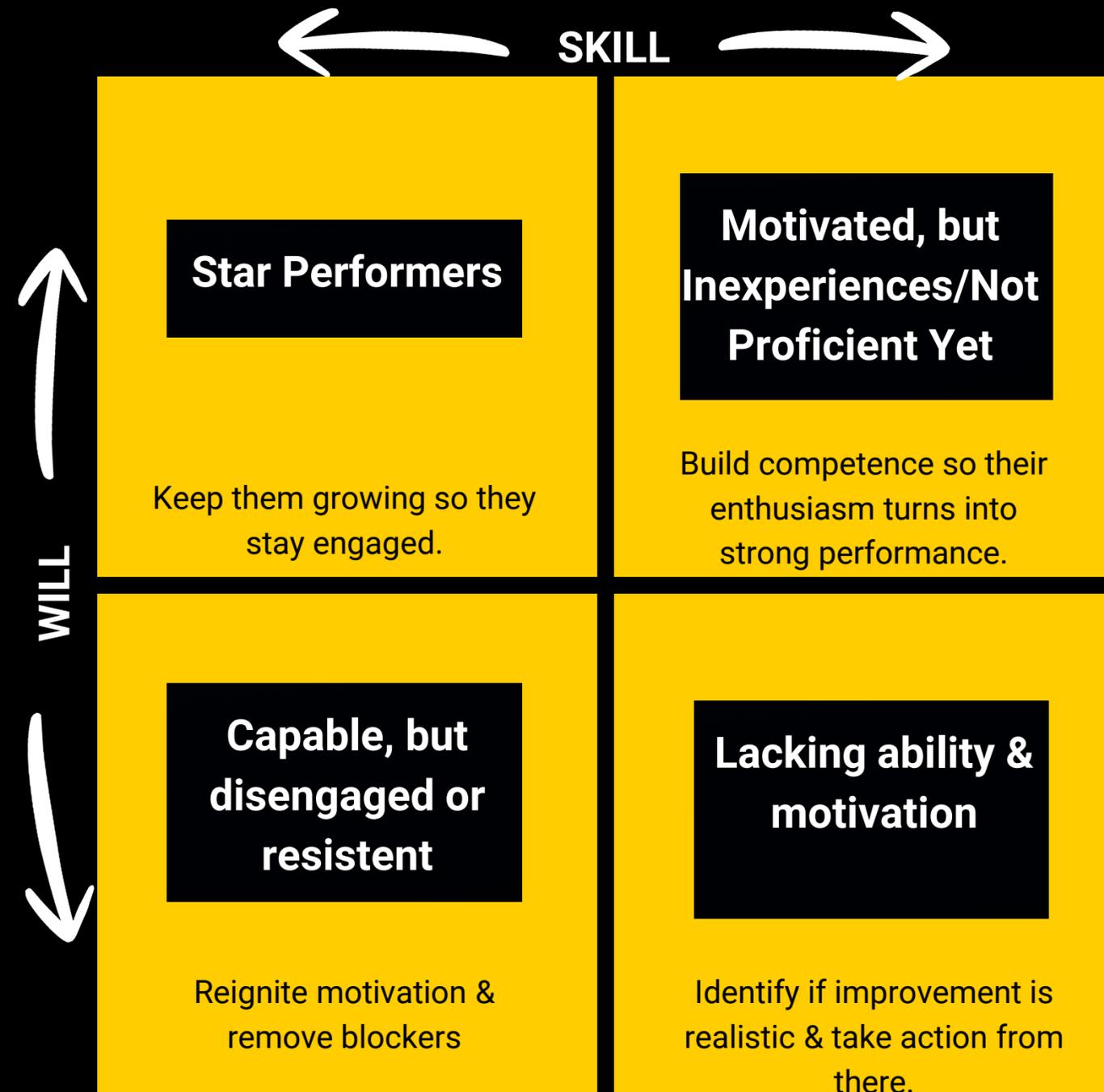
Supervisor Steps:

Figure out the Root Cause

the fundamental, underlying, and often hidden reason why a problem, incident, or nonconformance occurs

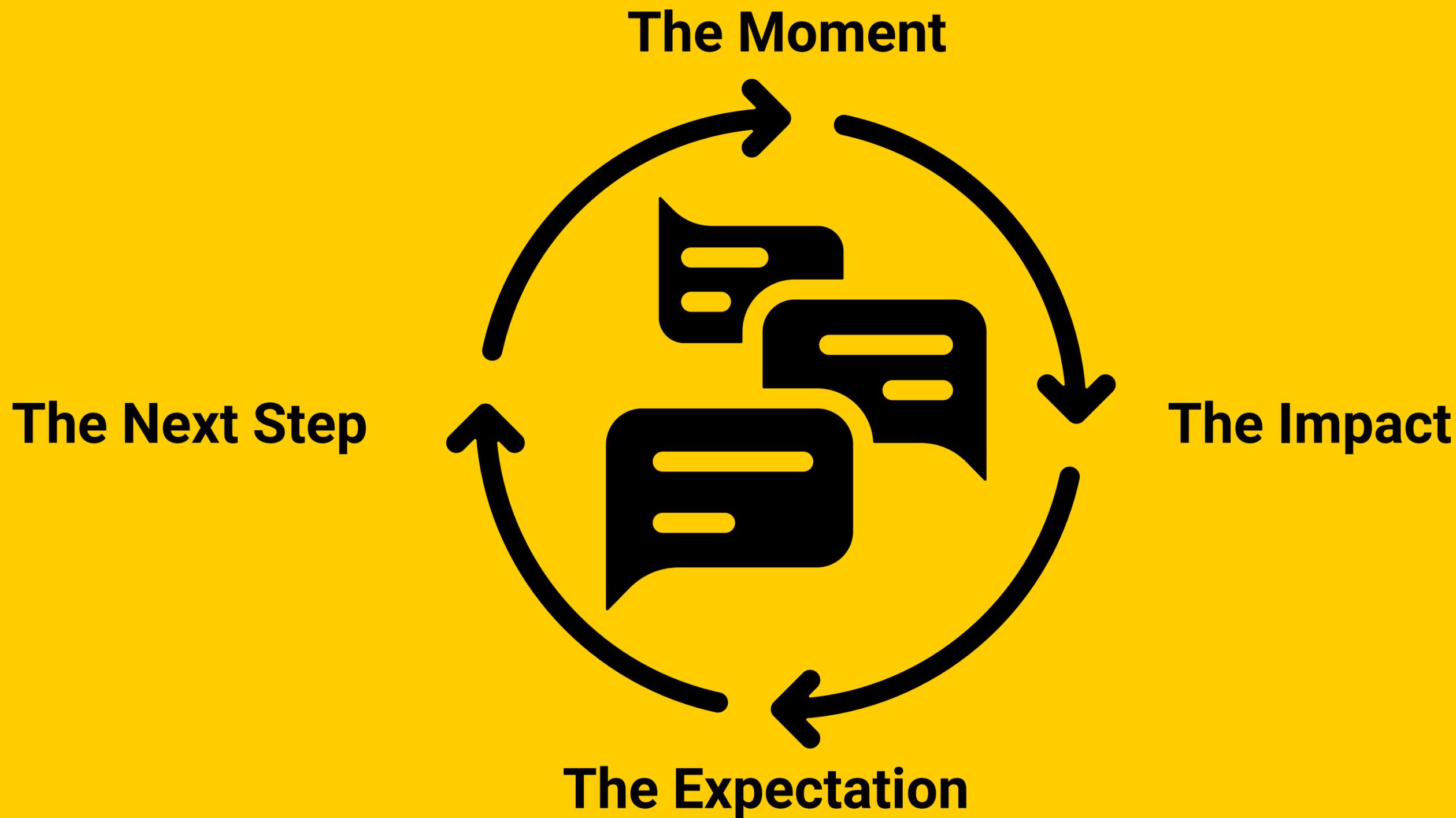


Skill vs. Will Framework

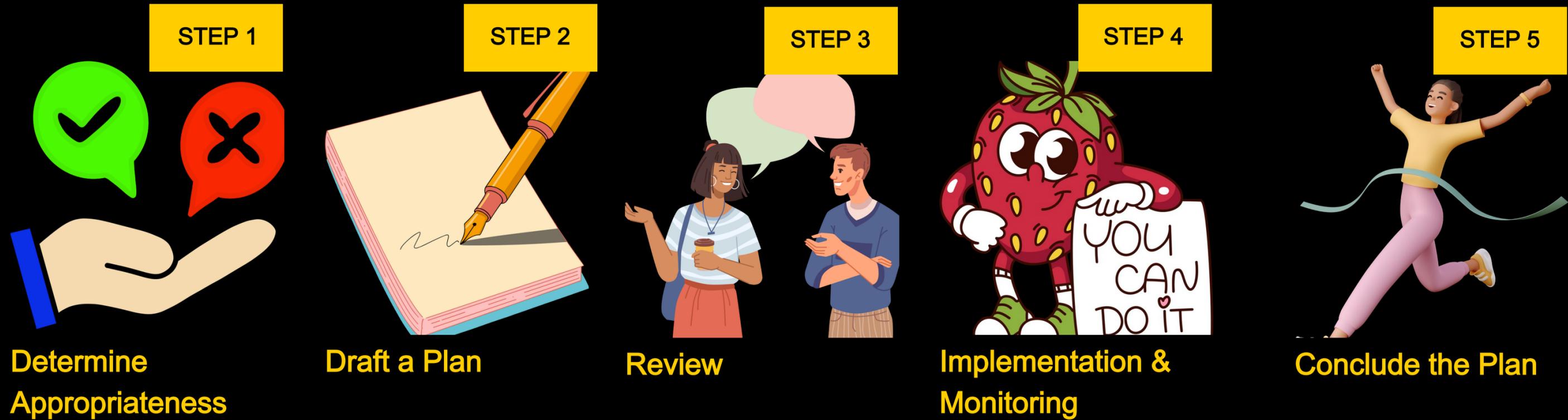


Supervisor Steps:

Giving Effective & Timely Feedback



Performance Improvement Process



Tips to Consider

Objectives should be **fair** and **attainable**.

Give your employee enough **time**.

Reassure the employee the goal is to **work together to improve**.

Motivate the employee.

Don't be vague.

Resist emotional reactions.

Gather data throughout.

Stay in contact with HR!

Thank You
