


COMMUNICATING TO MANAGE PERFORMANCE™



 **CMP** A dynamic, performance management course designed to enable managers and leaders to be more objective, consistent and proactive



Communicating to Manage Performance™ is a dynamic skills-based course designed to empower managers and team leaders to build performance every day, through effective, consistent communication.



Think of the best managers in your organization. What *qualities* make them the best?

- Do they help others to feel valued and respected?
- Do they ask for and acknowledge powerful ideas?
- Are they consistent with their management practices?
- Do they trust their teams to get the job done?

The best managers deliver a management style that enables employees to feel that their contributions are making a difference. And, when this happens, employees respond in kind through results-based thinking and by offering a value-added approach to their work. But, when a manager lacks the necessary skills to practice effective communication and doesn't possess the talents for day-to-day coaching, employees are left to question their own performance and often fail miserably, or choose to leave the company.



The bottom line result of ineffective performance management is a loss of revenue for the organization, a loss of time in searching for employee replacements and frequently, a loss of key customers. A workforce with solid communication skills and the ability to produce results and solutions is imperative for competitive strength and profitability in today's globally-networked environment.



Who will benefit from CMP:

This course provides managers, team leaders and supervisors with practical tools and skills to create and sustain high performance in day-to-day interactions. Utilized by hundreds of the country's best-known firms, CMP has been completely updated in 2001 to take advantage of today's best, new management practices.

Your managers will gain or enhance skills that allow them to:

- Set expectations.
- Recognize and reinforce performance that is effective.
- Provide clear and timely redirection of performance or behavior that is ineffective or inappropriate.
- Hear and encourage the expression of ideas and issues.
- Value the unique contribution of each employee and co-worker.



The CMP Model™ delivers results of *effective* performance management



▲ SET GOALS & EXPECTATIONS

CMP teaches managers how to be clear and specific so that employees and team members understand their expectations. The course helps model open, honest communication on how to make requests for desired behaviors in ways that will help others listen and understand these requests.

▲ CREATE CLIMATE

To assist managers in creating and maintaining a work climate in which employees feel valued and are motivated to be involved in reaching the organization's goals, CMP shows you how to listen more effectively and acknowledge ideas.

▲ REINFORCE & REDIRECT

To help employees maintain or increase desired performance, CMP teaches managers how to give effective, positive and corrective feedback. This reinforcement acknowledges what employees are doing well and gives them the opportunity to redirect their behavior to correct performance deficiencies.

Immediate application on the job:

EDSI's packaged CMP course (two days of training content) is highly interactive and offers a skill-based approach to managing performance. Through the intensive use of the CMP Model™, participants acquire job-specific skills that have immediate application.

CMP provides skill-based course content:

- SKILL 1** ▲ **Describing Behavior or Results**
enables you to communicate clearly and objectively.
- SKILL 2** ▲ **Using I-Statements**
allows you to express your viewpoint in a way that promotes listening and cooperation.
- SKILL 3** ▲ **Giving Positive Feedback**
encourages the best possible performance by recognizing and reinforcing effective behaviors and results.
- SKILL 4** ▲ **Active Listening**
demonstrates interest in and understanding of the speaker's message.
- SKILL 5** ▲ **Acknowledging Ideas**
promotes creativity and innovation by creating a climate where people's ideas are valued and encouraged.
- SKILL 6** ▲ **Giving Corrective Feedback**
improves performance and develops employees' capabilities.



Implementation Support Options that fit your organization's needs:

CMP License Agreement:

EDSI *does not* require trainer certification, but chooses a license agreement approach with our clients. This cost-effective approach allows your organization to purchase a license and utilize your internal trainers for teaching CMP.

CMP Train-the Trainer Session (on-site):

EDSI facilitators are available to conduct one-day train-the-trainer sessions at your facility.

EDSI Facilitation:

For those who wish to have EDSI facilitators deliver the training, we are available to conduct two-day sessions on-site for groups of up to 25 participants.

Customized CMP Coaching:

On-site and telephone consulting is available to support your specific needs in CMP program content and/or facilitation skills.

CMP is complete and ready to implement

The CMP course material is comprehensive and is rich in activities and exercises that let participants rehearse successful interactions relevant to their own job requirements.



CMP course material

FOR FACILITATORS:

- ▲ A complete guide for conducting the CMP training
- ▲ An implementation guide for internal marketing, tailoring and measuring results
- ▲ A set of 9 four-color wall charts that assist in explaining the CMP methodology
- ▲ Role play activities designed to build skills
- ▲ Two case studies on active listening
- ▲ An interactive game for making CMP work on-the-job
- ▲ Speaker / Listener cards

FOR PARTICIPANTS:

- ▲ Course Pre-Work Package
- ▲ Participant Workbook
- ▲ Skills Booklet
- ▲ Course Evaluations
- ▲ Certificate of Completion
- ▲ Pre- and Post-Course Behavioral Assessments
- ▲ Tent Card



CMP wall charts

CMP Builds 6 Essential Skills

- ▲ Clear communication**
- ▲ Ownership of behavior**
- ▲ Positive performance feedback**
- ▲ Active listening**
- ▲ Acknowledgment of ideas**
- ▲ Appropriate feedback for improvement**



Employee Development Systems, Inc., is a nationally-recognized performance improvement and training firm offering a wide range of products and services in the areas of individual development, team performance, communication improvement and learning systems. Our full-service capabilities include packaged learning resources, curriculum and materials development, customized training and consulting. We produce a comprehensive collection of off-the-shelf products including classroom, self-directed learning, just-in-time training and computer-based resources.

For more information on developing a successful training partnership within your organization, or to find out about our other services and products, please call 800.282.3374 or visit our web site at www.edsiusa.com.

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