

Teap.

Everyone deserves a little couch-time.



Monthly Wellness Seminar

**Thriving at Work:
Strategies for Effective Performance Management**

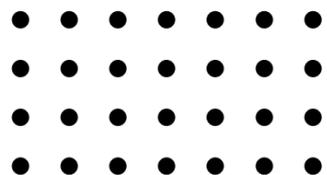
Roxanne Collins, LPC, MA

ABOUT YOUR PRESENTER

- Licensed Professional Counselor
- Educator for 15 years
- Works w/Adults, Teens and Couples
- Loves to Travel
- Fitness Enthusiast



Roxanne Collins, LPC





KEY TAKEAWAYS

- Explore the connection between mental wellness and performance
- Learn how to give and receive feedback effectively
- Apply psychological insights to performance management
- Work through real-world scenarios and challenges



POLL #1

What makes giving feedback most challenging for you?

THE PSYCHOLOGY OF FEEDBACK

Well-delivered feedback builds trust and can actually strengthen workplace relationships over time.



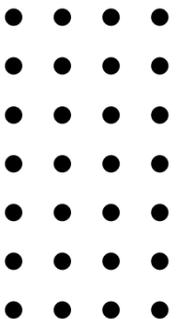
*Feedback triggers
fight/flight/freeze response*



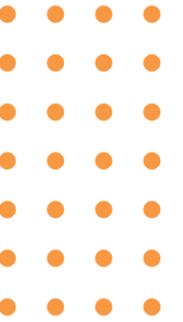
*People hear feedback through
their emotional filters*



*Timing and tone affect
receptivity*



THRIVING = CLARITY + SUPPORT + ACCOUNTABILITY



Setting Clear Expectations

Employees thrive when expectations are clear

Accountability

Accountability without shame drives results

Ongoing Support

Regular check-ins reduce ambiguity

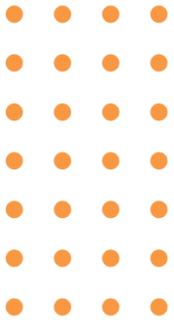
Balance

Balanced performance cultures are built on consistent structure and emotional intelligence

POLL #2

Question: What's the most common issue you encounter with performance?

THE CARE FRAMEWORK



Clarify Expectations



Acknowledge Strengths



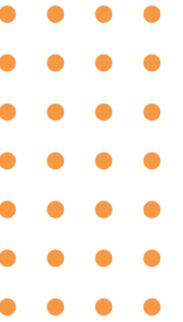
Review progress



Engage in solutions



PSYCHOLOGICAL SAFETY AND FEEDBACK



Psychological safety

“A shared belief that the team is safe for interpersonal risk-taking.”

Connection to performance

Teams with high psychological safety are 12% more likely to deliver high-quality work and 27% more likely to deliver projects successfully.

Feedback thrives on safety

When employees feel safe, they're 4.5x more likely to seek feedback and 6x more likely to contribute ideas.

Avoid shame-based language

- *Frame feedback as developmental, not punitive (e.g., “help me understand” instead of “why did you do that?”).*



POLL #3

What would you do first if an employee became defensive?

CASE STUDY: JAMAL

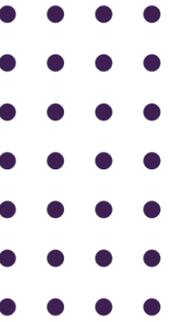
- Jamal, once reliable, is now withdrawn and missing deadlines
- Says he's "just tired" but performance is dropping

Discussion Questions:

- What is your first step?
- How do you open the conversation?
- How do you support and hold accountable?



TIPS FOR EMPLOYEES: WRITING A GREAT SELF-REVIEW

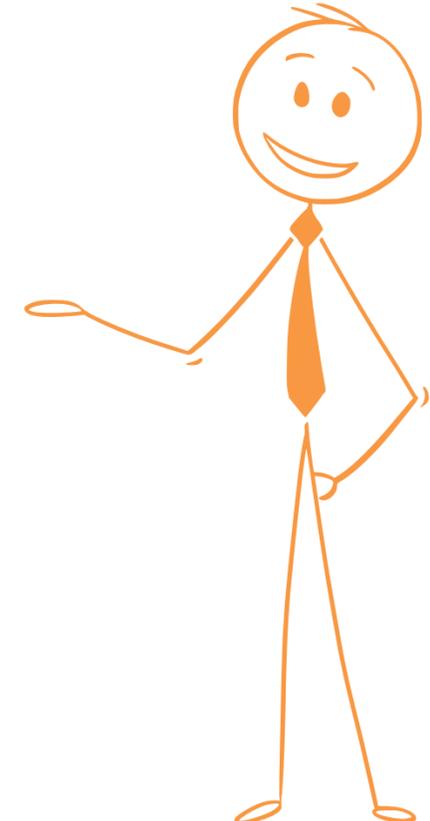


Content:

- **Reflect on impact, not just activity**
 - Include measurable results: “Led project X, resulting in a 15% increase in efficiency.”
- **Be honest about strengths and growth areas**
 - Balanced self-assessment drives credibility.
 - 88% of managers trust employees more when they acknowledge areas needing improvement.
- **Use specific examples and data**
 - Clear evidence beats vague statements.
 - “Stayed 10% under budget” shows real value.
- **Align feedback with team and organizational goals**
 - “Supported Q1 revenue target by onboarding 5 new clients.”
- **Use growth-oriented phrasing**
 - Frame areas of improvement as future opportunities: “I’m working on strengthening my presentation skills.”

Templates & Sentence Starters:

- “An achievement I’m proud of is... because...”
- “I received positive feedback on... which helped me...”
- “One area I’d like to improve is... Next step plan includes...”
- “To continue contributing to [team/goal], I aim to...”



THANK YOU FOR JOINING



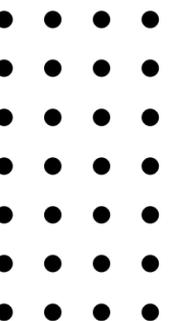
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Online:

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Employee Support Program

LIFE COACHING



FEATURES:

- Have convenient telephone conversations with your Life Coach.
- Establish your vision, set goals and create an action plan in your very first meeting.
- Engage in up to 5 follow-up meetings to help recalibrate, refresh, and progress with your goals.
- Your progress towards any goal – career, parenting, relationship, time-management – can be enhanced by working with your Life Coach.

The path to personal and professional success is not always clear.

A Life Coach can help by guiding you through a thought-provoking, creative process of reflection and goal setting to maximize your potential and navigate life transitions.

TOLL-FREE: 866-212-6096

WEBSITE: <https://neelyeap.helpwhereyouare.com>



EAP Benefit Spotlight



THRIVING AT WORK

STRATEGIES FOR EFFECTIVE PERFORMANCE MANAGEMENT

A Simple Empathetic Structure for Performance Conversation

C: Clarify Expectations

A: Acknowledge Strengths

R: Review Progress

E: Engage in Solutions

- Knowing what's expected: goals, priorities, intention of the task.
- Reminding people they were chosen for the task/job based on their proven skills! "Great job presenting last time, we'd love for you to take lead!"
- Consider checking in with them if you can tell they've been struggling with due dates or just in general. Try creating a routine!
- Being open minded to change, if needed, while keeping in mind that a balance of support and accountability are key.

COMMON FEEDBACK ROADBLOCKS



Flight-Fight-Freeze Response

It's okay to feel uncomfortable! Remember the goal: to foster growth and improvement. It's important to meet people with empathy by acknowledging where they are.



HEARING Feedback Through Emotion

It's hard to know how someone will respond to feedback. Being present and aware can help you better navigate how to proceed while lessening the likelihood of hurt feelings. Everyone reacts differently when receiving a "critique" but asking how they feel about their performance can sometimes help them find a solution on their own and provide them with a sense of accomplishment!



Timing & Tone & Receptivity

Timing is everything and sometimes scheduling a meeting or saying something in the moment isn't the best means of addressing the situation. Try to build up a rapport, give context, and ensure your understanding so you can better address any core issue at play.

"Feedback is helpful information that is used to improve a product or performance."

—Roxanne Collins, LPC