

Hello
my name is

Pronouns:
she/her

Beth Laing and I am...

- *An engineering manager at CallRail*
- *Co-Organizer of REFACTR.TECH*
- *Director for Women Who Code, Atlanta*
- *Parent, career switcher...*



Creating the foundation for difficult conversations



A close-up photograph of a person's hands holding a small, square, light-brown cardboard gift box. The box is wrapped with a red ribbon that has a white dotted pattern, tied in a bow on top. The hands are positioned to present the gift, with fingers gently gripping the sides. The background is a soft, out-of-focus light gray. The overall image conveys a sense of care and presentation.

Feedback is a
gift?...right?

Image: Getty Images



Image: pinterest

2020... the worst

So many things all happening at the same time... Lockdown and isolation... Social unrest and police treatment... the Black Lives Matter movement... Crimes ... Wildfires in Australia, US... Murder of George Floyd... Kobe Bryant died... Alex Trebek died...hate and violence... 2021...



Image: Time Magazine

communication:

Without connection
and empathy, good
communication is
not possible



Image: Cliparts Zone



Create good outcomes

Image: yousimplybetter.com



Image: 123RF

Build a foundation for strong relationships



Create a culture of safety

Image: Clean PNG



Regular check-ins

Image: clipart library

empathy

Empathy is the ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in their place. Essentially, it is putting yourself in someone else's position and feeling what they must be feeling.

<https://www.verywellmind.com/>

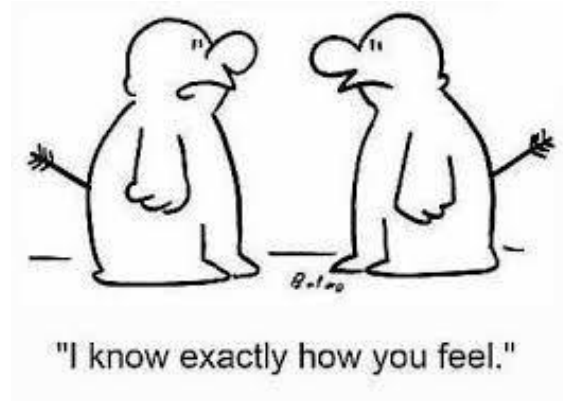


Image: OmniTouch International



Good relationships takes practice

Image: quora.com

timeliness

Don't wait; bring up issues when they happen; not during a review



Image: Pixy.org

Recognition =



Better performance + Motivated employees

Authentic & specific recognition

Image: kindpng



Make time and space to listen

Image: The Independent

PIP:

Clear and factual information, with examples.

Listen.

Collaborate on a plan that is specific and measurable.

Have a plan for next steps.

Be honest and show compassion; especially if the outcome is a separation.

Performance Improvement Plan (PIP)

This is a template form only and can be changed as necessary to reflect the circumstances/needs of the individual case.

During the period of the PIP the employee will be monitored to assess if appropriate improvement is being made. If the expected outcomes are not achieved/improvements attained more formal action may be initiated under the relevant procedure.

Name of employee	
Job title	
Department	
Date of Initial Meeting	
Name(s) of other attendee(s)	

	Duties & Improvement Required:	Expected Outcome/Measurement	Support & Dependencies
1	<i>E.g. Collection and collation of data to allow contract and performance monitoring and data returns. Time Management: better maintenance of contract spreadsheet.</i>	<i>Weekly: Contract Spreadsheet to be updated weekly by Friday.</i>	<i>No Dependencies Manager to review weekly.</i>
2	<i>Next issue in need of addressing</i>		

Credit: TemplateHub

A close-up photograph of a person's hands holding a small, square, light-colored gift box. The box is wrapped in a simple, textured paper and is tied with a vibrant red ribbon that has a white dotted pattern. The ribbon is tied in a neat bow on top of the box. The hands are positioned to present the gift, with fingers gently gripping the sides. The background is a soft, out-of-focus light color, and the overall lighting is bright and even.

**Make sure that
feedback is a gift!**

Image: Getty Images