

HighMiddleLowSM Performer Conversations

Facilitator Tool 3: Sample Flip Charts and Key Words

Flip Chart – 1

Moving Organizational Performance
High Middle Low Performer
Conversations
Your Coach – [Your Name]

Opening Remarks

- Welcome
- Share where your organization is in the journey
- Review past training and where High Middle Low relates

Flip Chart – 2

Desired Outcomes

- Describe why High Middle Low Performer Conversations are important to moving organizational performance and consistent with our values
- Understand the process and techniques to follow
- Conduct these conversations with your staff

Opening Remarks

- “We want to accomplish the following today.”
Review outcomes on flip chart.
- “This will help us tremendously based on where we are in our journey and our results.”

Flip Chart – 3

Agenda

- Why Initiatives Have Failed in the Past and Moving Organizational Performance
- High Middle Low Performer Conversations Vignettes
- Role-Play Exercise
- Understanding the Process and Tools to Use for These Conversations
- Frequently Asked Questions and Wrap-up

Opening Remarks

- “How we will do this today is through this agenda.”
- “Everyone also has a Participant Guide, which is your key resource.”
- “We will be using Studer Group’s Video/DVD series. Our main coach today will be Quint Studer.”
- “You also have an evaluation form at your table. It is extremely important to complete this. Let’s review that now.”
- “At this point I will ask you to open your Participant Guide and read the introduction and then the first page of Section 1. When you are done, let me know and we will have Quint start.”