

## Program Outline



### Managing When Performance Isn't Great

Presented by Linda Montalbano,  
Vice President of Graff Retail.

As you look around your office all you can see is everyone on your team smiling, working hard and meeting every expectation. **Pinch yourself!** You're likely having a dream.

The reality is that performance doesn't always meet expectations. Yes, most team members are doing a good job. But not everyone. And not every time.

It's your job as a manager to ensure performance levels from everyone meets expectations, every time. The reality is that if you ignore poor performance, it only gets worse.

Managing when performance isn't great isn't always easy. But it's likely the most important thing you do.

Discover:

- Learn how to have those difficult conversations with your staff when performance is below expectations
- Discover how delivering F.A.I.R. Feedback works to improve performance, and reduce your stress
- The 7 Guidelines you must follow for having every performance coaching discussion

Workshop Length: 90 minutes

Linda Montalbano has been presenting to audiences across North America to rave reviews. Audiences love her candor, humour and real life examples. Prior to joining Graff Retail, Linda was the Vice President of Danier Leather, where she became a VP at age 29 and is a legend still to this day to within the organization.

Contact Linda directly for more information: [linda@graffretail.com](mailto:linda@graffretail.com) – 905-842-1275