

Facilitator Guide Demo

Performance Conversations - From Data to Action



This is a **demo excerpt** of a workshop facilitator guide. It contains selected sections to illustrate facilitation approach and learning design.

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Performance Conversations

From Data to Action

Turn insights into action through conversations that inspire clarity, accountability, and growth.

DURATION

- 3.5 hours Workshop

AUDIENCE

- People Managers
- Team Leaders

FOCUS

- Identify gaps
- Explore causes
- Drive action

1	Intro	
	Purpose	Create trust, set expectations, and engage participants early.
	Focus	Participants feel comfortable contributing early and understand how the session will run
	Facilitation approach	- Introduce yourself and session objective - Set expectations for participation, communication, timing and breaks - Use a short, relevant icebreaker to encourage early participation
	Guiding questions	- Think about your last difficult performance conversation, what made it challenging? - What usually makes these conversations uncomfortable or unclear?

AGENDA

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5 steps to drive effective performance conversations

1 CONNECT

Context & Expectations

2 DIAGNOSE

Spot patterns in performance data

3 ANALYZE

Identify what's really driving the issue

4 PRACTICE

Apply the conversation framework

5 APPLY

Define clear next steps

★ A practical hands-on journey, that helps you turn insights into action.

2	Agenda	
	Purpose	Provide clarity on the workshop flow and what participants can expect.
	Focus	Participants understand how each part connects to practical application.
	Facilitation approach	- Walk through the workshop structure at a high level - Clarify what each section will focus on. - Set expectations for participation and interaction - Position the session as a practical step-by-step learning experience.
	Guiding questions	Where do you expect the biggest difficulty when applying this in real life?

IDENTIFYING PERFORMANCE GAPS

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Use data to identify patterns and focus conversations where it matters most.

REMEMBER

Draw your conclusions based on data.

EXAMPLE: QA SCORE TREND (6 WEEKS)

Week	QA Score (%)
Week 1	94
Week 2	93
Week 3	91
Week 4	87
Week 5	83
Week 6	79

DISCUSSION GUIDE

WHAT DO YOU NOTICE?

- What patterns or trends do you see?
- What stands out the most to you?

WHAT COULD BE DRIVING THIS?

- What might be contributing to this trend?
- What other data sets can help you determine what is causing this trend?

WHERE SHOULD WE FOCUS?

- What areas need the most attention?
- What questions do you need answered?

Focus on trends, not single data points

Look at direction, rate of change, and consistency over time.

MANAGER ACTION

Look for patterns before taking action.

Plan next steps based on data analysis findings.

3	Identifying Performance Gaps	
	Purpose	Shift thinking from reacting to isolated issues to analyzing patterns
	Focus	Participants should understand clearly that better interpretation of data leads to better conversations
	Facilitation approach	- Let participants interpret the data before guiding them - Focus discussion on patterns, not individual data points
	Guiding questions	Where do you expect the biggest difficulty when applying this in real life?

PRACTICING HIGH-IMPACT CONVERSATIONS

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Use a structured coaching approach to build clarity, commitment and accountability. Great conversations drive better performance and stronger engagement.

TIPS FOR SUCCESS

Listen more than you talk

Seek to understand before seeking to be understood.

Stay balanced & objective

Focus on behaviors and results, not assumptions or opinions.

Collaborate, don't dictate

Partner on solutions to build ownership and commitment.

Follow up & reinforce

Check in regularly and recognize progress to sustain momentum.

THE IMPACTFUL CONVERSATION FRAMEWORK

1 SET THE STAGE

Create a safe space and align on the purpose of the conversation.

Ask yourself
What outcome will make this conversation successful?

2 SHARE THE DATA

Present the facts and describe the impact on results.

Ask yourself
What data or observations are most relevant to focus on?

3 EXPLORE TOGETHER

Ask open questions and understand their perspective and experiences.

Ask yourself
What might be happening from their point of view?

4 AGREE ON ACTIONS

Co-create clear, realistic next steps and the support needed.

Ask yourself
What actions will have the biggest impact right now?

5 CLOSE & COMMIT

Confirm commitments and plan follow-up for accountability and reinforcement.

Ask yourself
How will we track progress and celebrate wins?

REMEMBER

Clarity is created by the conversation. Commitment is built together. Accountability drives results.

COMMON PITFALLS

- Jumping to solutions too early
- Turning it into a performance review
- Doing most of the talking

OUR GOAL

Turn insights into action.

Lead conversations that inspire clarity and growth.

4	Impactful Conversations	
	Purpose	Provide a practical structure for leading performance conversations
	Focus	Ensure there is clarity regarding the framework. Main idea should be that structure helps managers stay focused, objective, and effective
	Facilitation approach	- Walk through the framework - Use discussion to surface real challenges - Reinforce practical application over theory
	Guiding questions	- Which step is most often skipped in real conversations? - Where do conversations typically go off track? - Which step do you personally find hardest to apply?