Support Services & Resources

**Individual Support**
Including:
- Review performance narratives
- Help develop SMARTER goals
- Identify learning and growth opportunities for the Career Development Plan
- Provide talent conversation coaching

**Team Collaboration**
Including:
- Conduct info sessions for large departments
- Provide calibration meeting consulting

[Email P.Douglas@uncc.edu](mailto:P.Douglas@uncc.edu) to request any of the above individual or team services.

Workshops & Programs

**Goal-Setting Workshops**
- Examine, discuss, and create sample goals for employees
- Uncover project possibilities that top performers and rising stars might consider embracing order to achieve “exceeds expectations” performance status
- Collaborate and discuss possible goals that potentially motivate underperformers to rise to “meeting expectations” status

**Delivering Feedback (SkillPort)**

**Overview**
Giving feedback doesn’t have to be terrifying, but you do need to prepare. Get your motives, your purpose, and your plan in place before you open your mouth - and know what you'll do if it doesn’t go well. In this course, you’ll learn how decide whether feedback is appropriate or not, where it's appropriate, and how to ensure it makes a positive contribution to the development of the individual, the team, and the organization as a whole. You’ll also get some tips on how to handle situations where someone reacts badly to your feedback.

**LEAD Program, The Leadership Experience, and Leading at the Speed of Trust**
Find these programs and more in the Learning & Organizational Development [Training Catalog](mailto:Training Catalog).