

Title: The Feedback Failure: Why Most Companies Suck at Performance Conversations

Podcast: The Elephant in the Org

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Hosts: Marion, Cacha, and Danny of the Fearless PX

Guest: Greer Procich

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Episode Overview:

In this episode of The Elephant in the Org, hosts Danny Gluch, Marion Anderson, and Cacha Dora are joined by special guest Greer Procich to discuss why most companies struggle with effective performance conversations and continuous feedback. They explore the key barriers holding organizations back from meaningful performance management, such as lack of manager training, outdated annual review processes, and the need for better integration into daily workflows.

Key Discussion Points:

- Many managers don't know how to give constructive feedback, and companies often don't provide adequate training. Feedback needs to be seen as a key part of a manager's job.
- Performance management systems are often annual and focused on evaluation rather than ongoing development. The tools and processes must enable continuous feedback and conversations about professional growth.
- Feedback should be integrated into existing workflows (like Slack) rather than requiring separate systems. It needs to become a habit and part of the company culture.
- Senior leadership buy-in and role modeling of good feedback practices is critical. What gets measured is what matters.
- HR needs to be a strategic business partner that helps implement effective performance management. It should not be solely focused on transactional and administrative tasks. Change management is key.

Key Takeaways:

- Organizations must equip managers with the tools and skills they need to provide meaningful, continuous feedback and coach their teams effectively.
- Shifting the focus from annual evaluations to ongoing professional development conversations is crucial for driving performance and engagement.
- Integrating feedback into daily workflows and making it a habit requires intentional effort and leadership accountability.
- HR professionals can play a strategic role in transforming performance management practices by partnering with the business and driving change.

Calls to Action:

- Assess your organization's current performance management practices and identify opportunities for improvement, particularly in the areas of manager training and continuous feedback.
- Explore ways to integrate feedback and performance conversations into existing workflows and tools, such as Slack, to make it a more natural part of the workday.
- Engage senior leaders in discussions about the importance of effective performance management, secure their buy-in, and role-model good feedback practices.

- Share this episode with HR colleagues and business leaders to spark conversations about transforming performance conversations in your organization.

You can connect with Greer here <https://www.linkedin.com/in/greerprocich/>

Upcoming Episodes:

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