

Performance Management Reimagined

Coaching, Feedback, and Discipline Essentials

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DR. TINA HUFF

Accelerari Consulting, LLC, President/Principal Consultant

Dr. Tina Huff is on a mission to help people be successful at work! With over 30 years of experience as a former Chief People Officer/Vice President of Human Resources she has served across diverse industries, including agriculture, hospitality, manufacturing, grocery/retail, and contact centers.

As the President of Accelerari Consulting, Tina passionately collaborates with organizations, providing strategic guidance, training management teams, and facilitating employee engagement and HR systems. Tina is also a respected research presenter, covering topics from employee behavior to leadership, and offers a range of leadership and communication management training courses.

Holding a Ph.D. in Industrial/Organizational Psychology, an MBA, and a Bachelor's in Human Resources, Tina is SHRM-SCP certified and fully bilingual (English/Spanish). She is a Senior Certified Consultant for the Birkman Method and certified as a consultant for the Six Types of Working Genius/Table Group.

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More Info!



PRISCILA CISNEROS

Western Growers, Learning and Development Manager

With over 15 years of HR and Organizational Development experience, Priscila Cisneros specializes in leadership development, employee engagement, and compliance training across various sectors. A SHRM-CP, she holds an Executive MBA from California Lutheran University and a BA from UCLA. Bilingual in English and Spanish, Priscila, originally from Jalisco, Mexico, has been a Ventura County resident for over 30 years and enjoys family traditions and exploring new places.

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More info!

Introduction

Define performance management

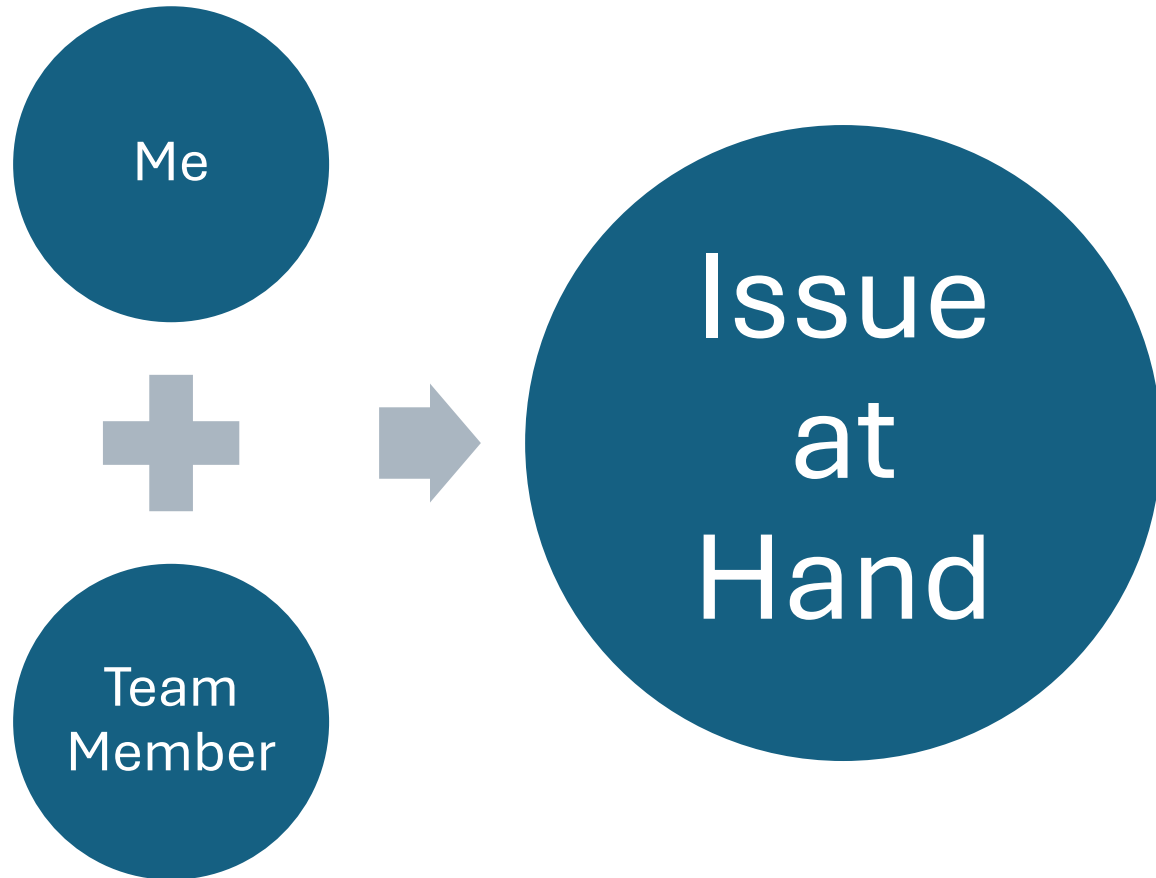
Importance of a structured approach

Overview of session topics

- Coaching
- Delivering Feedback
- Managing Discipline

Tip: Creating Ongoing Environment of Trust

- “I need your help”



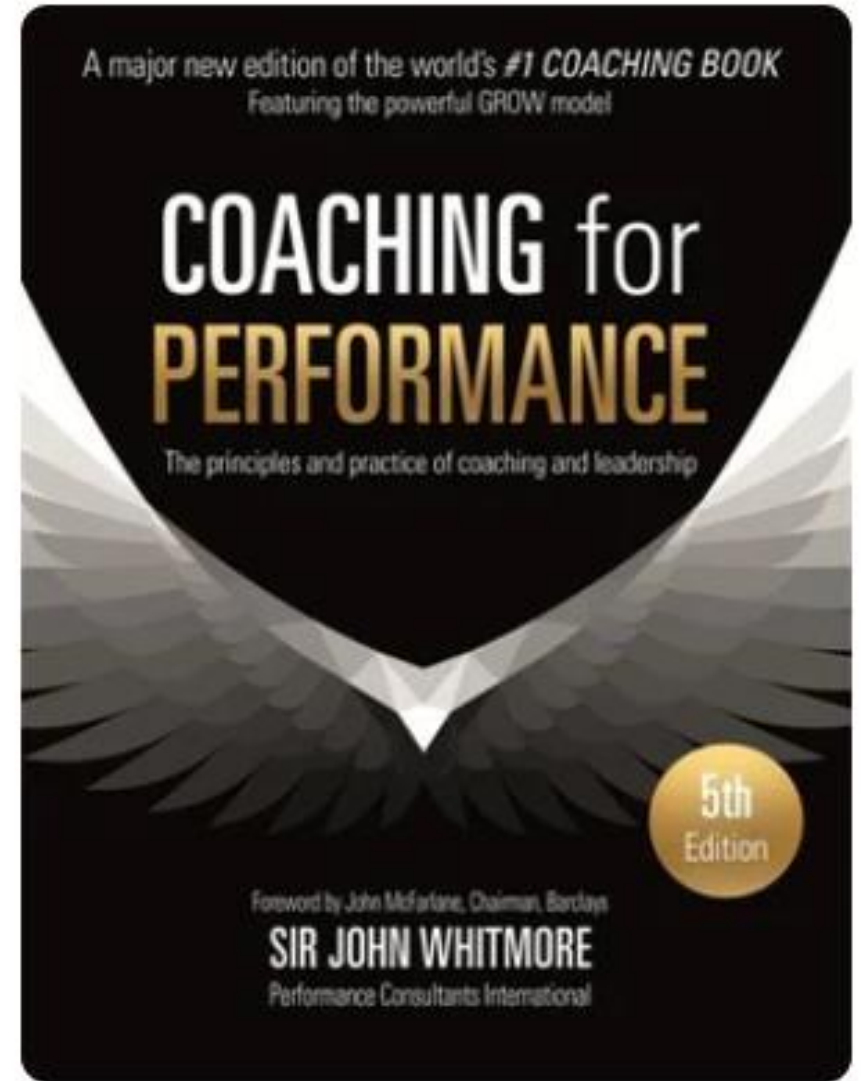


Exercise:

- What [coaching, feedback, discipline] conversation do you need to tackle with the help of your team member?

Coaching

“Unlocking a person’s potential to maximize their own performance. It is helping them to learn rather than teaching them.”



Tip: Set Stage for Success

- Set the Tone
- Find Change Roadblocks
- Recognize and Re-Direct Strengths



Delivering Feedback

Feedback is the essence of coaching

Reinforces positive behaviors

Focuses on the future and
development

Helps employees achieve goals

Creates transparency and trust

Core Needs And *Stress* Reactions

Accelerating the pace
Becoming bossy
Taking matters into own hands
Getting impatient

Fast pace
Quick decisions
Results
Being part of a team

Resisting change
Becoming over-controlling
Focusing only on the facts
Withdrawing from others

Clear rules / guidelines
Defined and fair goals
Detailed information
Predictability

Variety / Adventure
Direction with clear goals
Personal recognition / reward
Opportunities to debate

Missing deadlines
Becoming defensive
Resisting routine / rules
Distracted / unfocused

Time to evaluate options
1:1 time with key people
Quiet time to recharge
Relationships based on trust

Delaying decisions
Anxious
Feelings easily hurt
Fatigue

What Support Is Key for Your Team Member?

Accelerating the pace
Becoming bossy
Taking matters into own hands
Getting impatient

Fast pace
Quick decisions
Results
Being part of a team

Resisting change
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Focusing only on the facts
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Managing Discipline



Addressing	Addressing performance issues constructively
Ensuring	Ensuring fairness and legal compliance
Creating	Creating a structured, transparent process
Encouraging	Encouraging accountability and growth



Tips:

- Be Clear
 - Speak directly about issues, tackle the elephant in the room
- Be Proactive
 - Train and coach to essentials so issues don't occur
- Be Prompt
 - Address issues as they arise, don't let concerns or perceptions fester and grow out of proportion

Overall Tip: Be
Emotionally
Intelligent

- **Pause!**
 - Am I stressed?

What do you need to be at
your best?



Questions?



Thank you for your participation!