

### Purpose:

Equip managers with the mindset, language, and tools to run ARP-aligned appraisals — focusing on both what was delivered (Action) and how it landed (Response).

### Sample Slide Structure (7–10 slides)

#### 1. Why We're Changing

Old model = focus on activity

New model = focus on value (Action × Response)

#### 2. The ARP Lens

Value = Action × Response

Every behaviour must be considered through both what was done and how it was received

#### 3. The Value Conversation Framework (S1P2-3)

5-step conversation structure

Key prompts for each stage

#### 4. What “Good” Looks Like (S1P2-1)

Side-by-side examples of 0/10, 5/10, 10/10 behaviours

Scoring examples to calibrate understanding

#### 5. Common Friction Points

Defensive staff reactions

Scoring anxiety

Misuse of 360° feedback

#### 6. Manager Responsibilities During Pilot

Use provided templates

Submit pilot feedback (S1P3-1)

#### 7. Support Available

Quick-reference guides

Local leads and drop-in sessions

Escalation protocol

### Usage Notes:

Delivered as part of pilot onboarding.

May be split into core (30 min) and deep-dive (optional 45 min) sessions.

Pairs with live walkthrough of the Conversation Framework.