

Podcasts | February 3, 2026

Cuts, Choreography, and Coaching: What America's Sweethearts Teach Us About Performance Management

SPEAKERS

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In this episode of *Hiring to Firing*, hosts Tracey Diamond and Emily Schifter use the Netflix hit *America's Sweethearts: Dallas Cowboys Cheerleaders* as a lens to examine best practices in providing effective employee feedback. Joined by Ann Hart, vice president of human resources at ampliFI Loyalty Solutions, they unpack what the show gets right — and wrong — about challenging performance discussions, from high-stakes cuts from the team to real-time coaching.

The discussion explores how to turn feedback into a tool for growth, how to leverage annual performance reviews and ongoing dialogue, and how to use performance improvement plans in good faith rather than as mere paper trails. Tune in for concrete strategies to help managers deliver clear, timely, and compassionate feedback that supports employees, strengthens culture, and reduces legal risk.

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