



Performance Management

Overview

This one day course equips participants with practical tools and techniques to ensure staff achieve peak performance. It covers dealing with poor performers, enhancing the performance of those performing at a satisfactory level and developing the 'stars'.

Target Group

This course is aimed at managers & supervisors who currently have responsibility for managing and maintaining the continued performance of their staff.

Objectives

By the end of this course, delegates will be able to;

- ✗ Understand the principles of effective performance management
- ✗ Identify key techniques and strategies to successfully manage the performance of both your team and individuals
- ✗ Set appropriate targets and objectives
- ✗ Evaluate performance and deal with poor performance effectively

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ **What is Performance Management?**
 - Identifying key interpersonal skills
 - Planning Performance Management
 - Individual and team management - getting the right balance
 - Coaching Performance
 - Evaluating Performance
- ✗ **Managing Performance**
 - Recognising non-performers
 - Identifying the 'real' problem - facts feelings and values
 - Developing your strategy
 - Tips for using constructive feedback
 - Follow-up actions
 - Managing high performance
 - Effects of non-performers / high performers on a team
 - Achieving a balance
 - Problem solving and decision making
 - Motivation & Change
- ✗ **Target setting and performance measurement**
 - Setting meaningful and effective targets
 - Reviewing and planning development actions

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.