

## Managing Performance

1 day Course

### 'Communicating for Success'

**Business Scenario** Successful managers know how to bring out the best in their people. They create opportunities, motivate, set goals and develop skills that achieve maximum results.

**Who will Benefit?** Managers, team leaders, supervisors and those responsible for the performance of others. This course is designed to help managers develop their team members on a continuous basis. It has also been developed to help turn around difficult staff in a positive and productive manner.

- Course Objectives**
- Identify a strategy to meet staff development needs
  - Delegate to motivate and grow staff
  - Improve communication skills
  - Use coaching and mentoring; turning staff potential into action
  - Influence poor performance through positive engagement

#### Course Content

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| <p><b>Outlining performance management</b></p> <ul style="list-style-type: none"> <li>▪ The manager's role in staff development</li> <li>▪ Understanding 'Performance Management'</li> <li>▪ Obstacles to effective performance</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Knowing when to and when not to intervene</li> <li>▪ Encouraging staff to monitor their own progress</li> </ul>  |
| <p><b>Setting motivational goals, targets and objectives</b></p> <ul style="list-style-type: none"> <li>▪ Setting SMART objectives</li> <li>▪ Identifying development areas</li> <li>▪ Communicating performance expectations</li> <li>▪ Creating a motivational environment</li> </ul> | <p><b>Coaching and feedback</b></p> <ul style="list-style-type: none"> <li>▪ Providing specific feedback</li> <li>▪ Effective delegation: when, why and how</li> <li>▪ Coaching techniques</li> <li>▪ Giving encouragement</li> </ul> |
| <p><b>Monitoring and evaluating progress</b></p> <ul style="list-style-type: none"> <li>▪ Planning consistent and objective reviews of progress</li> <li>▪ Structuring the review meeting</li> </ul>  | <p><b>Handling performance issues</b></p> <ul style="list-style-type: none"> <li>▪ Conflict resolution techniques</li> <li>▪ Working through performance issues with staff</li> </ul>   |

**Course Features** The course offers structured discussion, exercises and example work to provide the opportunity to further understand the process of performance management. You will examine successful coaching and feedback techniques whilst creating an action plan for future success. Action planning is used for application of learning and future development.