

Managing Performance

Overview

Duration: One Day

This course sets out to help attendees manage the performance of their workforce through common-sense techniques that focus on the effective use of communication and goal setting to improve productivity and increase morale and motivation.

The session will steer away from the procedural, form-filling approach to performance management/appraisals and instead focus on the skills required to effectively co-operate with team members, develop their skills and ensure they feel incentivised to succeed.

With the techniques outlined in this training course, attendees will feel empowered to enhance the performance of their team and begin to collaborate with them to improve their behaviours and ability in their role.

Description

Management is ultimately about getting things done through others. Without a structured and clear approach to managing performance, where employees know what is expected of them and how they should approach their role, a manager is unable to effectively meet the level of productivity that is required. This will reflect badly on them and can impact on their development.

Therefore, managing performance can be one of the single most important things for a manager to get right. This requires a goal-focused, common-sense approach to working with employees that ensures they are motivated and focused on success.

This course will provide attendees with everything they need to develop the skills and build the confidence needed for the future performance management of their teams.

Topics covered:

- **The Importance of Managing Performance** – Establishing the key elements to a managing performance approach, why this is important and the benefits it can have for a manager.
- **Making Performance Management Work** – Changing current perceptions to performance management and highlighting the key factors that will help make it a success for managers.
- **Setting Goals** – Identifying what makes goal setting work and how it underpins the entire managing performance process. Linking goal setting to record keeping ensuring effective processes.
- **Reasons for Poor Performance** – Highlighting the underlying factors behind poor performance and individual mindsets.

- **Helping Poor Performers** – Focusing on behaviour and results – translating ‘attitude’ to observed behaviours and looking to create improvement opportunities. Activities that review specific workplace scenarios.
- **Developing Average Performers** – Knowing values and motivators, what drives performers and how to get the best out of their performance whilst still encouraging them.
- **Guiding High Performers** – Establishing boundaries, creating opportunities, giving feedback and knowing when to praise.
- **Managing Conflict and Discipline** – Resolving conflict issues and embracing the opportunity disagreement can provide. Looking at the key components of discipline and following a set structure for implementation.
- **The ‘DESC’ Model** – Provision of a communication model that assists participants with structuring conversations around performance issues.
- **Performance Conversations** – A practical activity following theoretical set-up that allows participants to practice and review the skills of effective performance communication.

Who Should Attend?

Any person responsible for the performance of a team of people.