

Overview

An effective performance management process is fundamental in achieving organisational objectives and so this course will show managers the importance of performance management as a continuous cycle and their role in it. This will greatly contribute to a motivated and productive workforce whilst also avoiding escalation into formal disciplinarys. Managers will learn how to set key objectives & standards in order to effectively monitor & assess performance plus provide on-going coaching & feedback to engage and motivate staff.

Who is it for?

For managers who need the tools & techniques to enhance their ability to effectively & pro-actively manage staff performance on an on-going basis. Ideal as a refresher to more experienced managers and a comprehensive, application focused structure to those with less experience.

Course content to include...

- Purpose and benefits of effective performance management
- Understanding of the key stages in performance management process
- Selling the value of an effective performance management process internally
- Defining key performance standards, roles & responsibilities
- Gathering performance evidence throughout the year
- Setting, assessing and monitoring performance progress
- Coaching skills to aid individual development (using the GROW model)
- Effective questioning & listening techniques
- Adapt leadership style based on situational needs
- Delivering constructive feedback
- Being able to motivate and gain employee buy in
- Setting clear & achievable objectives using SMART
- Identifying learning and development needs
- Recognising & dealing with performance issues

By the end of the course learners will be able to...

- Manage individual & team performance pro-actively
- Increase confidence to address & resolve performance issues
- Use appropriate communication skills to gain the most from staff

"Very energetic and good food for thought plus tools to take away & implement."

