

# Performance Management

**Duration: One Day**

**Objectives:**

At the end of this performance management training course participants will be able to:

- Explain their role in managing the performance of their team
- Describe the key stages in the performance management process
- Use the performance management skills and techniques to practice to create a development plan
- Develop techniques to address poor performance
- Review the challenges that face them within their specific team
- Follow an action plan of their key development points

**Content**

**What is Performance Management?** – Developing an understanding of what Performance Management is and how we embed it into the culture of the organisation.

**The Performance Management Cycle** – Showing that Performance Management is a cyclical process and demonstrating the requirements at each stage. Including the need for ongoing reviews.

**The Key Skills of Performance Management, including:**

**Objective Setting** – Ensuring that objectives are clearly defined, describe performance requirements and are SMART.

**Ability or Motivation?** – A simple tool to help assess the best approach to take to developing an individual.

**Adapting Your Leadership Style** – Applying the ability/motivation tool to a specific work based example.

**Feedback** – Identify what positive feedback is, and is not.

**Giving Difficult Feedback** – Providing some key tips on this topic.

**Judgemental or Behavioural Feedback?** – Ensuring that our feedback is on specific, observable actions rather than 'feelings'.

**Performance Reviews** – Taking delegates through a six-stage process.

**Performance Reviews Practice** – An opportunity to put the skills to the test.

**Using the GROW Model to Joint Problem Solve** – Looking at the GROW framework from a Performance Management perspective and providing specific questions to aid the process. With practice.

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**Managing Poor Performance** – Identifying which actions to take and when, with some key skills.

**Dealing with Poor Performance** – A defined process to use.

**Ten Ways to Improve Your Team Performance** – Tips for analysis and Review. How can we implement these in the workplace?