Business Learning SOLUTIONS

Performance Management Essentials

Description of Course

The organization that embraces effective performance management is creating a strategic advantage in the marketplace. Often treated like a box ticking exercise, effective performance management is actually fundamental to achieving a successful future. Performance management is not a fixed sequence of events, but a continuous process that constantly adapts to the needs of the team.

Course Objectives

By the end of this course delegates 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 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.

Duration of Course

1 day

Course Outline

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

- **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** - Identifying 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 & Practice

Taking delegates through a six-stage process with an opportunity to practice the new skills.

Using the GROW coaching model to problem solve

Looking at the GROW framework from a Performance Management perspective and Providing specific questions to aid the process.

Managing & Dealing with Poor Performance

Identifying which actions to take and when. Adopting a set process.

Ten Ways to Improve your Team Performance

Tips for analysis and Review. How can we implement these in the workplace?