

## Managing Performance

1-day workshop

### ‘Communicating for Success’

#### 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.

#### Audience and Benefits

Managers, team leaders, supervisors and those responsible for the performance of others. This workshop 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.

#### Objectives

By the end of this workshop you will be better able to:

- 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

#### Content

##### Outlining Performance Management

- The manager’s role in staff development
- Understanding ‘Performance Management’
- Obstacles to effective performance

##### Coaching and Feedback

- Providing specific feedback
- Effective delegation: when, why and how
- Coaching techniques
- Giving encouragement

##### Setting Motivational Goals, Targets and Objectives

- Setting SMART objectives
- Identifying development areas
- Communicating performance expectations
- Creating a motivational environment

##### Handling Performance Issues

- Conflict resolution techniques
- Working through performance issues with staff

##### Monitoring and Evaluating Progress

- Planning consistent and objective reviews of progress
- Structuring the review meeting
- Knowing when to and when not to intervene
- Encouraging staff to monitor their own progress

#### Activities

This workshop 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 for future success and integrating principles into practical application.

