

Managing People and Performance

– Essential performance management skills

Effective performance management is vital for individual and team success.

This short course explores the skills of effective performance management. It will help delegates develop and refresh their skills in organising the team's work, assessing performance and giving feedback.

It will help delegates deliver formal appraisals and resolving difficult situations in order to avoid the need for disciplinary action.

It will also address the skills required to coach and develop individuals to deliver effective performance.

Course Objectives

By attending, delegates will be able to:

- ✓ Understand the principles of effective performance management
- ✓ Develop skills for effective objective setting and performance monitoring
- ✓ Deliver effective and motivating appraisals
- ✓ Deal effectively with difficult behaviours and performance problems
- ✓ Deliver effective coaching that maximises individual and team performance

Target Audience

Managers, team leaders and supervisors who wish to develop their performance management skills.

Duration

2 days

Content

- The performance management cycle
- Planning and organising work
- Managing resources
- Setting effective objectives
- Monitoring and assessing performance
- Giving effective feedback
- Recognition and reward
- Dealing with poor performance
- Maintaining discipline
- Handling common workplace problems
- The formal appraisal
- Building motivation and commitment
- The leader as coach
- Understanding learning styles
- Identifying and solving development needs
- Avoiding disciplinary action

Learning Methods

This is a highly stimulating classroom-based course.

The course is interactive and has a high practical content. Delegates will participate in syndicate work and discussion. Practical skills will be developed through the use of video role-plays and numerous practical exercises.

The course may be tailored to meet specific company and individual needs.

Best Practice Training & Development Ltd

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com