

Making Performance Management Matter

It's often seen as a laborious and unnecessary 'tick box' exercise – preceded by lots of last minute scurrying around for evidence – with very little reward...but performance management can and should be a rewarding experience for everyone: manager, team member and the organisation.

This one day course will introduce managers to a consistent and impactful approach to performance management so that it makes the real difference that it should.

What will you learn?

- ⇒ Understand the powerful benefits that an empowering performance management process can bring.
- ⇒ Effectively plan for the performance review.
- ⇒ Be able to agree clear, measurable goals and expectations.
- ⇒ How to make performance management something that is owned by each individual team member.

What will you cover?

- ⇒ The process of performance management
- ⇒ Benefits for the manager, the individual and the organisation
- ⇒ Goal setting and measuring performance
- ⇒ Preparing for the performance review
- ⇒ Giving effective feedback
- ⇒ The performance conversation
- ⇒ Powerful questioning
- ⇒ Active listening
- ⇒ Confidence in difficult conversations
- ⇒ Approaches to reward and recognition
- ⇒ Create a positive plan of action to embed learning

Who is it for?

Managers responsible for managing the performance of others and organisations who would like to introduce a positive and consistent approach.

How long will it take?

One day