

Positive Performance Management

Overview

This course is designed to focus line managers on positively and proactively managing their employees' performance to deliver organisational benefits.

Objectives

- The importance of resourcing the right people to ensure maximum team performance
- Understanding how to manage performance using formal and informal systems of motivation and communication as well as through processes and procedures
- Exploring what positive performance management looks like and the responsibility of the manager for managing performance effectively
- Understanding and being able to motivate individuals and teams
- Being able to give feedback that encourages a positive response and outcome
- Using coaching skills for sustainable performance improvement
- Managing poor performance – having the difficult conversations

Content

- The employee lifecycle
- The manager's impact through interventions on employees from recruitment to leaving
- Effective and ineffective management costs to the employee lifecycle
- What constitutes performance management?
- Barriers to performance management
- Self-assessment – personal strengths and areas for improvement
- Organisational frameworks to support with performance management
- Using competency frameworks and organisational values to manage performance
- The Support and Challenge model
- Key communication skills
- Case studies and coaching/feedback from facilitator
- The 5 ingredients of assertive performance management
- Group activity
- Personal action planning
- Summary and close