PROFESSIONAL DEVELOPMENT TRAINING

09 884 0762

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1.0 DAY COURSE

Manage People and Performance Training

The Manage People and Performance training course provides participants with a strategic approach to ensuring the efficiency and effectiveness of a team's performance. Whether at the organisational, departmental or employee level, the goal of people and performance management is to make sure that all the business goals are being met in a satisfactory manner.

Using practical tools like the GROW model, performance planning and reviews and 360 degree feedback, you will be exposed to best practice methods to assure you can implement, manage and measure the performance of your team.

During this Manage People and Performance you will complete the REACH Personality Profiling tool, which will provide you with insight into your preferred communication style and how best to communicate with others. This newly found awareness will empower you with the ability to connect better with others and can provide you with an improved level of interpersonal communication and Managing People and Performance skills.

This practical and engaging training course is available now throughout Australia, New Zealand, Singapore, Hong Kong, USA and Malaysia.

Please click on the Public Class tab below to view our Employee Motivation Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

What You'll Gain:

Performance Management amongst your team is a strategic approach to ensuring the efficiency and effectiveness of an organisation. Whether at the organisational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner. By using coaching technoiques, with a focus on developing key stengths, managers can provide staff with guidance on how to improve individual performance.

Taking into consideration your organisation's goals, both internal and external, sets the stage to apply a performance management approach with your team and put a measurable plan into place. Measurement is a crucial aspect of this type of program to identifying KPI's, job roles and timelines is critical to the success of this type of project.

Outcomes

After completing this course participants will be able to:

- Why performance management matters
- The manager's role in performance management
- Setting teams up for success
- Coaching for improved performance
- Monitoring and measurement of performance
- Performance Planning
- Giving feedback on staff performance
- Tips for giving positive and negative feedback
- Dealing with and managing underperformance

Modules

Lesson 1: Getting Started

- Expectation

Lesson 2: Performance dependencies

- Strategic, operational, and individual goals
- Performance dependencies
- Performance as a motivator
- Reflection

Lesson 3: The manager’s role in performance

- REACH Profile Review
- Personal Style Markers
- Adapting your management style
- Reflection

Lesson 4: Setting teams up for success

- Communicating roles and responsibilities to your team
- Playing to your team’s strengths
- Developing strengths for improved performance
- Coaching for improved performance
- Introducing the GROW model
- Asking vs Telling
- Reflection

Lesson 5: Monitoring and measuring performance

- Defining and measuring performance for your team

Lesson 6: Giving feedback on performance

- When to give feedback
- Types of feedback

- Factors that impact performance
- Performance planning
- Monitoring performance
- Reflection

- Feedback framing model
- Tips on giving feedback
- Having performance conversations
- Reflection

Lesson 7: Dealing with underperformance

- Common performance issues
- How to manage underperformance
- Taking initial action
- Avoiding underperformance pitfalls
- Reflection

Talk to our expert team

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