

## **Performance Management training - 2 days**

This Performance Management training course is designed for those who manage the day-to-day performance of staff.

The Performance Management course equips delegates with the skills and techniques to ensure staff perform to the peak of their abilities.

It covers dealing with the 'Star', the 'Plodder', the 'Peaked' and the 'Poor Performer'.

### **Performance Management Training Course Objectives:-**

Having completed this training course participants will be able to:

- Understand the aims of performance management. -Identify acceptable standards of performance. -Conduct effective reviews of performance. -Set SMART objectives. -Manage the performance of the 'star', the 'plodder', the 'peaked' and the 'poor' employee.

## **Performance Management Training Course Content**

### **What is Performance Management:**

- responsibility for getting the best results from staff
- performance not personality
- structuring expectations
- importance of planning

### **Standards of Performance and Behaviour:**

- considering the circumstances
- the skills needed
- understanding the skills
- assessing the skills
- setting the standards
- SMART objectives
- team and individual objectives

### **Types of Performance:**

- approaches for managing the performance of the four types of employee - the 'star', the 'plodder', the 'peaked' and the 'poor'
- in addition, managing the performance of those who think they are brilliant but who actually are mediocre!

### **Leadership:**

- the role of the leader
- attributes of a leader
- maintaining authority and respect
- leadership styles
- achieving results through others
- improving individual performance

### **Motivation - The Vital Ingredient:**

- motivation factors
- motivational techniques
- practical steps in motivation
- different people with different needs

### **Managing Performance:**

- the value of ongoing performance management
- evaluating progress and achievement
- maintaining flexibility to business change
- recognising and closing performance gaps
- revising standards
- the role of coaching in performance management

### **Coaching:**

- adapting your style
- organisational alignment
- making skilled interventions
- giving constructive feedback and praise
- link to appraisals

