

The performance of people is one of the key success factors to organisational performance. At the heart of people's performance is the relationship with their manager. It is therefore vital that managers understand and deploy the skills and behaviours necessary to develop the performance of their people.

Effective performance management needs to provide a safe and controlled forum for effective communication between a manager and an employee. This highly participative workshop emphasises the need for planned processes and provides the delegates with the skills and knowledge to make best use of accurately addressing the question "How are we doing?" The focus of the event is:

- Assess performance accurately
- Clarify performance expectations quickly and incisively
- Monitor performance in ways that motivate
- Understand your role as a coach and develop the right skills
- Give feedback in ways that improve performance and motivate
- Identify what motivates people and link emotions to high achievement
- Take action to help poor performers back on track
- Link development to demonstrable performance improvement

Course Outline

- Clarifying performance expectations and target setting
- Identifying the performance, behaviour and attitudes that make a real difference
- Communicating and agreeing hard and soft performance expectations
- Defining performance values and measures
- Objective setting traps and how to avoid them
- Assessing performance accurately and objectively and without bias
- Identifying the obstacles to motivation
- Linking performance monitoring and motivation
- Using performance feedback to motivate
- Identifying under performers
- Coaching under performers back on track
- The face to face skills essential for addressing under performance
- Understanding the link between development, motivation and high performance
- The appraisal system and documents
- Arranging an appraisal
- Planning the appraisal
- Communication skills including questioning techniques
- Skills practice
- Managing absenteeism
- Holding return to work interviews
- Conducting exit interviews and reviewing the information gathered
- Action planning

Duration

1 Day

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