Effective Performance Management

Course Outline

Whatever format it takes the management of individual and team performance is an essential part of the relationship between a manager or team leader and their reports. There are important benefits for everyone involved and it therefore should be prioritised - even if it feels there is no time, no need, or that circumstances or personalities do not make it easy. Unfortunately, the issue of performance management is often only directly and strategically addressed on an annual basis at performance reviews and appraisals, or when a particular performance issue is causing a real problem. Whilst understandable, this approach is not usually particularly effective - individuals are left unsure of what’s expected of them, often not held to account, and their motivation and productivity on the decline.

This course will enable managers and team leaders to develop skills and strategies to optimise their team’s performance. It will give delegates a fresh perspective on how they can get the best from those they manage/supervise, through effective on-going feedback, praise, support, coaching, performance objectives and supervision meetings. It is particularly recommended for new or aspiring managers, or those who would like to improve their confidence and ability to get the best from their team through a range of performance management tools and techniques.

KEY AIMS

1. To enable the development of key skills in effective performance management
2. To explore the benefits of on-going performance management using a positive and professional model of support, development and direction
3. To examine a range of tools and techniques that enable the effective management of performance and to get the best from individual team members
4. To enable participants to recognize and deal with potential performance issues in their teams before they escalate to become a big problem
5. To enable participants to plan their continuing development in performance management

KEY BENEFITS

Participants will be able to:

- Identify and respond to the different types and causes of performance issues
- Respond to the needs and characteristics of individuals to achieve effective outcomes
- Give direct honest and constructive feedback and praise
- Use a positive model of negotiation to agree win/win solutions
- Set SMART objectives that encourage accountability and help to ensure that changes are made

The organisation will:

- Have a more efficient and productive workforce
- Have more confident and competent managers
- Have more motivated team members
- Reduce levels of stress and sickness
- Improve staff attendance and retention

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FEEDBACK

- “A really practical course with lots of ideas for prioritising performance management on a daily basis”
- “Thank you for an excellent course. I feel much more confident and inspired to be more proactive in managing the performance of my team.”
- “I now understand the importance of focussing on the performance of my team on an on-going basis and not just waiting for the annual review process to begin each year.”
- “As well as looking at dealing with under-performance it was really interesting to consider the 'over-performing' team member, and how to make sure that they remain an asset to the team.”

OUTLINE PROGRAMME

- **Benefits of effective performance management** – Examining the benefits of prioritising the effective management of staff performance to everyone involved.
- **Types of performance issues** – Identifying the different performance issues that a manager is required to deal with Eg: poor performance, marginal performance and over-performance.
- **Understanding performance** – Considering the different factors that underpin an individual's performance, and learning to analyse observable performance issues according to these.
- **Personal experiences** – Analysing and learning from personal experiences of 'receiving' and 'delivering' performance management techniques.
- **Good practice in performance management** – Identifying key elements of good practice that should always be prioritised when managing performance.
- **Customising your approach** – Identifying the most effective methods for managing the performance of individual team members, depending on their personal needs/style and on the type of performance issue.
- **Negotiating for improvement/change** – Utilising a positive negotiation process to agree goals and a strategy for achieving win/win improvements or changes to individual performance.
- **Personal development planning** – Extending learning back into the workplace through action planning of on-going learning and development.

COST

We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 1-day open courses from H2 are as follows:

- Per delegate: £395 + VAT
- 2 or more delegates: £355 + VAT each / Public Sector: £355 + VAT
- Registered Charities and Self-funding individuals: £325 + VAT
Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

CONTACT

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