

Managing Performance Improvement



making a positive difference to people and organisational performance

Duration: 1 Day

Overview: Managing poor or under performance is best achieved through continuing dialogue and feedback between managers and employees which clarifies exactly WHAT is expected from employees as well as HOW and WHEN it is to be achieved.

This workshop promotes current best practices in managing the process of improvement in staff performance, how you can manage behaviours to handle poor performance and agree action plans for improvement to achieve required standards.

Designed for: People managers at all levels (eg Team Leaders, Supervisors and Departmental Managers) that have a responsibility for motivating and managing staff who wish to increase their skills and confidence in better managing improvement in staff performance.

Objectives: By the end of this course you will be able to

- understand the key principles of performance management as part of involving, supporting and coaching job holders
- appreciate how to work with job holders to create performance plans that deliver organisational goals
- ensure plans commit to the level of support provided by the managers and development required to meet each individuals needs
- develop a range of questioning and listening techniques to handle challenging behaviours during a 1-2-1 discussion
- be aware of how, when and why to offer constructive feedback to maintain the working relationship
- recognising poor or under performance – key steps to take
- exploring the consequences of continuing on-going under performance with the jobholder
- discussing performance improvement offering coaching and support, agreeing action plans

Method: Trainer led session with group practical workshop activities and input, best practice techniques and constructive feedback facilitation, as well as enabling you to discuss performance improvement and address issues openly and supportively.

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content