

Performance Management

Aim To provide Managers with the knowledge and techniques required to improve performance

Objectives By the end of this workshop, participants will be able to:

1. Describe the internal and external factors that can affect an individual's performance
2. Explain how to create, communicate and monitor objectives and key performance indicators
3. Name the seven characteristics of high-performing teams
4. Describe how to utilise a range of motivational techniques
5. Describe how to combine effective performance appraisals with ongoing coaching
6. Produce a personal action plan based on the insights that they have gained

Format

This workshop blends performance management theories with participative exercises

Overview

- An exploration of the internal and external factors that can affect an individual's performance
- How to conduct a performance gap analysis
- An exploration of the core behaviours involved in high-performance
- How to provide the correct ratio of challenge and support in order to bring out the best in people
- The seven characteristics of high-performing teams
- Setting and utilising targets, objectives and key performance indicators
- How to utilise a range of motivational techniques
- The performance management cycle and the annual performance review
- How to conduct effective performance appraisals and provide ongoing coaching
- Participants will complete their personal action plans

