



Performance Management

Aims

This highly participative workshop encourages participants to focus on the content and timing of performance feedback and its critical role in motivating staff towards self-improvement and self-awareness.

Objectives

By the end of this course you will be able to

- Help individuals become aware of any need to change and improve performance in a positive, non-judgemental way
- Use feedback to reinforce good performance and become a powerful motivator
- Let individuals know how well they are performing in a positive manner and help them understand any development needs they have
- Agree action plan to resolve performance issues

Who Should Attend

Any Manager/Supervisor responsible for performance issues.

Course Content

- Remove “personality and prejudice” through constructive performance feedback
- Ensuring the feedback is specific to the issues and not the person
- The BOOST Model
- How to handle constructive criticism
- Constructive feedback as a Performance Management Tool
- Adopting a “no-surprises” approach
- Dealing with performance problems; Identify and deal with them at the time they occur
- Recognising individual and team achievements and reinforce their strengths.

Duration 1 Day