



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Managing Performance

(1 day)

“Everyone at work can be a star. Performance management is the structure that allows people to shine.”

Benefits

Performance management is, at its best, a tool to ensure that managers manage effectively and that all members of staff are enabled to realise their full potential.

Aim

To show how by setting clear performance expectations, monitoring achievement and feeding back the results, people can perform successfully at all levels of the organisation.

Objectives

By the end of the training you will be able to...

- Recognise that most people want to do a good job but that a lack of key management interventions can seriously undermine this
- Identify how to engage employees and use this engagement to achieve greater results
- Use the important leadership skills of communication, motivation and delegation to empower employees to realise their full potential

Content

- Recognising and defining talent – committing to ‘Theory Y’
- Performance expectations – outputs, inputs and pivotal situations
- Employee engagement and its benefits to the business
- How strong internal communications improve performance
- Giving feedback and rating performance
- Performance appraisal – why we should ‘praise appraisal’
- Turning poor performance around and setting up a workable performance management structure
- Key performance indicators
- Managing behaviour and a workable policy for discipline