



Your Needs:

"This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you."

Accelerated Learning:

"We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions."

What You Get:

"As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards)."

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Managing Performance

(1 day)

"Everyone has the potential to excel at work and Performance Management is the means by which this can happen."

Benefits of attending this course...

Performance management is the process that allows managers to deliver results and individuals the opportunity to perform at their best.

The purpose of this course is to show that by setting clear performance expectations, monitoring achievement and giving constructive feedback everyone in the organisation can succeed.

Who is it for?

Those with responsibility for maintaining consistently high-levels of staff performance.

Objectives

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

-  Set clear and realistic performance targets.
-  Give constructive feedback that encourages staff to achieve.
-  Describe the management skills and attitudes that help staff perform at their best.
-  Describe the key elements of a workable disciplinary process.

Content

- ✓ What motivates staff to succeed and what demotivates them?
- ✓ Recognising staff talent and making the most of it.
- ✓ Setting realistic and worthwhile performance targets.
- ✓ Key feedback skills that will help you manage staff expectations (whilst engaging and motivating them).
- ✓ Planning and preparing for a staff appraisal.
- ✓ Overview of the options for addressing poor performance (including retraining and redeploying).
- ✓ The key elements of effective disciplinary policies and procedures (with special reference to the ACAS code of practice).
- ✓ What you can do as a manager to maintain high performance (including delegation and staff training).
- ✓ Action planning for application back at work.