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What is Performance Management training?

This Performance Management training course is designed for those who manage the day-to-day performance of staff.

The Performance Management training course equips delegates with the skills and techniques to ensure staff perform to the peak of their abilities.

It covers dealing with the 'Star', the 'Plodder', the 'Peaked' and the 'Poor Performer'.

Call us on +44 (0)1273 622272 to book or further discuss your training needs.

What are the objectives of Performance Management training?

Having completed this Performance Management training course participants will be able to:

- Understand the aims of performance management.
- Identify acceptable standards of performance.
- Conduct effective reviews of performance.
- Set SMART objectives.
- Manage the performance of the 'star', the 'plodder', the 'peaked' and the 'poor' employee.

What is Performance Management

- responsibility for getting the best results from staff
- performance not personality
- structuring expectations
- importance of planning

Standards of Performance and Behaviour

- considering the circumstances
- the skills needed
- understanding the skills
- assessing the skills
- setting the standards
- SMART objectives
- team and individual objectives

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- approaches for managing the performance of the four types of employee – the 'star', the 'plodder', the 'peaked' and the 'poor'
- in addition, managing the performance of those who think they are brilliant but who actually are mediocre!

Leadership

- the role of the leader
- attributes of a leader
- maintaining authority and respect
- leadership styles
- achieving results through others
- improving individual performance

Motivation – The Vital Ingredient

- motivation factors
- motivational techniques
- practical steps in motivation
- different people with different needs

Managing Performance

- the value of ongoing performance management
- evaluating progress and achievement
- maintaining flexibility to business change
- recognising and closing performance gaps
- revising standards
- the role of coaching in performance management

Coaching

- adapting your style
- organisational alignment
- making skilled interventions
- giving constructive feedback and praise
- link to appraisals

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