

Performance Management

Who Would Benefit

Anyone at any level with organisational responsibility for delivering quality performance.

Course Overview

Delegates will learn that in a competitive and demanding environment it is becoming even more important that managers can effectively assess and monitor the performance of their teams and performance management.

This course is designed specifically to address the main business goals within the organisation and ensure that team and individual performance is aligned to meet them.

CPD Points: 12

Course Category: Management & Leadership

Recommended No. of Days: 2

Course Location: To be determined

The Course Includes:

- Assessment of criteria for success
- Individual and team performance assessment
- Assessing and measuring good/poor performance
- Team roles & team behaviour
- Understanding the performance appraisal process
- The appraisal process in action
- KPI's ~ Key Performance Indicators
- Dealing with difficult behaviour and conflict
- Creative staff development
- Giving and receiving feedback
- Identifying areas for development
- Training and development options
- Prioritising and setting key goals and objectives

Learning Outcomes

At the end of this program the delegate can:

- Demonstrate use of counselling techniques
- Improve levels of impact & influencing skills
- Understanding team and individual behavior
- Manage conflict & understanding motivation techniques
- Show effective assessment of good/poor performance