

Managing Performance



Workshop Content:

This one day Managing Performance skills workshop will review the following:

- **What is performance management?**
- **How does performance management work?**
- **The benefits for the Company and Employees**
- **The performance management / appraisal process**
- **Performance management tools**
- **The skills required in managing performance, including giving and receiving feedback**
- **Top tips in managing performance**
- **SMART objective setting**
- **Managing performance problems**
- **Motivating high performers**
- **Holding effective career discussions**
- **Personal development planning**

The workshop is designed for active participation with breakout exercises and role play scenarios. All attendees are encouraged to fully participate and contribute to the activities undertaken.

Duration: One Day

Introduction:

Achieving and maintaining high performance from individuals is a KEY challenge for managers. It is essential that you get the best out of people – investing time in effectively managing performance is CRITICAL to the successful achievement of Department and Company aims and objectives.

The Managing Performance workshop demonstrates how managing performance can motivate individuals and teams to work smarter and achieve focused goals and objectives to improve both individual and operational performance. It also addresses how to deal with underperformance to keep this on track.

Course Aim:

You will gain the knowledge and skills to focus on managing the performance of the people you manage. You will learn how to effectively 'Plan', 'Do / Conduct', and then 'Review' the performance management / appraisal process, setting 'SMART' objectives for your people.

Training Suitable For:

All Supervisors / Team Leaders / Managers with responsibility for managing the performance of others. The course is also suitable for HR personnel who are involved in the performance management function and providing guidance and coaching to others.

Learning Objectives:

- To understand why managing performance is essential
- To identify the tools that can be used in managing performance
- To develop a greater confidence in managing performance
- To understand the characteristics of 'SMART' objectives and how to set effective objectives
- To learn how to keep good performers motivated
- To learn the key elements of effective career discussions
- To create personal development plans

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