

## Performance Management Learning Workshop

As a manager, it can be challenging to manage difficult conversations with individuals in your team to increase their performance. Our workshop 'Performance Management' equips your managers with the tools and techniques required to hold effective discussions in the workplace, gain agreement and resolution on how to move forward, reducing the need to evoke the formal disciplinary processes.

**This 1-day workshop can be delivered in a venue of your choice for up to 12 delegates.**

### Who should attend?

A manager / team leader who...

- Wants to get the best from their team and develop their people management skills.
- Wants to understand how to effectively performance manage individuals from the beginning, set performance objectives, provide effective feedback and reduce conflict.
- Is new to management and struggles to deal with difficult conversations.
- Has underperforming team members and needs to improve results.



### What are the benefits?

Your managers...

- Will be able to develop appropriate strategies to effectively performance manage all of their team members from the high performing individuals, to the individuals who need help and support to increase performance.
- Will feel more confident and capable of developing their team's performance using tried and tested tools and techniques.
- Will improve peak performance factors and start to build strong teams, increasing overall business performance.



Bringing Learning to the Heart of Your Business



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### What will the learning experience include?

- Identification of the costs of conflict to a business and the need for effective performance management that engages with the team and adds value to the business
- Steps of the Performance Management Cycle, the Psychological Contract and the difference between Conduct and Capability performance issues
- The triggers of conflict and how our own fears can prevent us from handling the difficult conversations
- Handling Performance Management Issues effectively with best practice tools and techniques for current business case studies



We recognise that the most important asset to any business is the people in it and that's why all of our learning workshops can be developed to meet your individual employee's needs.

