



EFFECTIVE PERFORMANCE MANAGEMENT

Course Outline

Course overview and duration

Performance management is a hot topic across organisations all over the world. The companies that do it well go from strength to strength, whilst those that struggle to create a performance management culture often face issues such as high staff turnover, poor customer satisfaction and overall deterioration in the quality of product and service.

This training may be delivered as a 1-day or 2-day course, depending upon the level of detail that is required to meet the desired learning objectives. It can be pitched at introductory or management level.

Who will benefit from this course?

This course is designed for anyone who is responsible for setting objectives, conducting reviews and appraisals and generally managing the performance of individuals or a team.

What you will learn:

- Understanding the benefits of performance management, the performance management cycle and the factors that are critical for success.
- Identify barriers to managing performance and learn how to overcome these.
- Analyse crucial result areas and KPIs and set 'SMART Objectives'.
- Monitoring and supporting teams and individuals to help them achieve their objectives, through one-to-one meetings and reviews.
- The Appraisal Meeting – planning for it, managing the session and identifying the roles of appraiser and appraisee.
- Skills required to be an effective appraiser.
- Giving constructive and fair feedback to promote change in others.
- Exploring the paperwork that comes with appraisals and how to score fairly.
- Conducting the appraisal – structure, listening and questioning skills.
- Follow-up after the appraisal and planning the next steps.
- Managing difficult people and situations.

All delegates will leave the training with a personalised action plan

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