

# MANAGING PEOPLE PERFORMANCE

1 DAY  
COURSE

As a manager, it is important that you provide regular feedback and give people the opportunity to 'get it right' and be successful in their roles.

This course has been developed to provide Managers, Supervisors and Team Leaders with practical skills to get the best out of their direct reports and manage and monitor staff performance situations and processes effectively.

This course supports the development of the following core competencies:

Directing others  
Developing direct reports  
Managing and measuring work  
Motivating others  
Understanding others  
Vision and purpose

This course is suitable for supervisors, managers and team leaders who require practical tools and techniques to gain the cooperation and support of their staff or teams.

## LEARNING OUTCOMES

- Increase your understanding of formal and informal performance management processes, as well as their importance to staff, managers, teams and organisations.
- Write clear and meaningful objectives and KPIs for yourself and your team.
- Become confident with performance counselling and understand your part in the process.
- Use templates and tools to confidently and competently have performance management discussions.
- Be prepared to manage the emotional fallout that sometimes accompanies the performance management process.

## TOPICS COVERED IN THIS COURSE

### Why learn about managing performance?

As a manager, it is important that you give people the opportunity to get it right.

### Performance management process

Coaching and counselling are both processes for providing objective feedback, but how do you decide which approach to use in different situations?

### Why coach team members?

A targeted coaching approach will often bring about the required change in behaviour or performance.

### Giving feedback in an objective way

Feedback can be a gift to help others improve performance, but only if it delivered in the right way.

### The 'hot stove' principle

Just as when you place your hand on a hot stove you instantly know it is hot, the same should happen for an employee that does something appropriate or inappropriate.

### Managing difficult conversations

The two major problems managers have in dealing with team performance issues.

### Performance management is for good performers too

Performance management is an ongoing management task, not just something that occurs twice a year as part of the yearly review process.

### Coaching for improved performance

For people to perform, they need to know what is expected of them.