



Performance Management One-Day Open Course Overview

Performance Management open course

Develop the tools to create a culture of trust and high impact performance

This day focuses on performance management as a continuous process that underpins people's development.

It looks at techniques that implement solutions to support long-term results.

Most importantly, we'll help you develop the tools to create a culture of trust and high-impact performance.

There will be a considerable focus on the more recent need to manage performance remotely.

The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.*

Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...

This course will help you with:

- *Understanding the Process*
- *Creating a Development Culture*
- *Having Outcome-Based Conversations*
- *Building Trust and Commitment*
- *Managing Remotely*
- *Driving Motivation*
- *Aligning Employee Goals*
- *Monitoring Objectives*
- *Implementing Solutions*
- *Rewarding Development*

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**Course Content*

Good, Bad and the Ugly...

- Explore management experiences
- What specifically made them good or bad (or even ugly...)

Why it can be so hard

- Dealing with your and other people's feelings
- Dealing with other people's difficulties
- Giving effective feedback
- Managing Consistency
- Setting doable goals

Day-to-Day Not Just Once a Year

- Day-To-Day vs. The Big Appraisal Build Up
- How to avoid avoiding

Supporting Performance

- Ability to deliver both individual support whilst expecting high performance

Goal Setting and Monitoring

- Helping people achieve agreed goals
- Identifying needed support

Barriers to Performance

- Time management
- Fire-fighting
- Fear/anxiety
- Not acknowledging diversity issues
- Collusion
- Appraisee not owning process for themselves
- Refusal or inability of a manager to role model

What Makes Performance Management Work Well?

- Dealing with people's confidence and morale
- Dealing with difficult people's issues
- Personal confidence

Emotional Team Members

- Defuse over-emotional responses in a supportive way
- Increase your ability to manage difficult situations
- Be seen to be consistently managing well

Listen, Agree, Pause

- Ensure your team members feel heard
- Help them get their message across clearly

Feedback Finesse

- Giving feedback in a supportive and informative way
- Developing the ability to communicate honestly and openly
- Honouring other people's styles and diverse points of view

Managing Remotely

- Challenges of a hybrid team
- Hands-on, hands off?
- Maintaining motivation

The Power of Praise

- Value of acknowledging good practice
- Power of relevant, specific, and timely praise

Active Choosing

- Understanding the difference between active and passive choosing

Difficult Issues

- Practise a variety of solutions to your difficult performance management issues

Performance Management one-to-one remote training

Benefits of One-to-One Skills Training

This Performance Management course is available as a 2-hour one-to-one remote session.

Choose your time. Have a briefing call from your trainer and off you go.

The content of each session will be shaped around your needs, making the work relevant and practical.

- A completely personal, in-depth, and confidential look at your specific issues
- Dynamic, empathetic, and highly experienced coaches
- Get to the heart of your issues with speed and effectiveness
- Delivered online
- Two hours of personal one-to-one attention
- Pre-assessment of the issues you want to cover

Contact details



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