

"Master-Classes" in Management Development



MANAGING PERFORMANCE

A One-Day Programme

Programme Objectives

The specific objectives of this programme are to:

- Enable managers to improve and develop understanding of their role in managing performance and accept the importance of setting and measuring personal targets related to business goals.
- Assist managers in **improving performance** by use of the Personal Development Process as a tool for the motivation of staff.
- Review the techniques of developing their people at work.
- Obtain feedback through the 360° review process.

Who is this Programme for?

All managers who have one or more direct reports and wish to improve their understanding of performance management. It will impart new skills and allow more experienced managers to refresh existing skills.

Programme Contents

- . Managing Performance and Developing People
 - . The Review Process within your company
- . Key performance areas and key performance indication
- . The Performance Review
 - . Why is it necessary?
 - . What can it achieve?
 - . Syndicate Exercise and Tutor lead review
- . Training and Developing Staff
 - . The manager's role
- . Business Goals and Personal Targets
 - . Setting Targets
 - . SMART Techniques
 - . Mutual Agreed Measures of Performance
- . Management Practices
 - . Assessing key areas of Competency
 - . Your company competency framework
- . The 360° review process and how to gain most benefit from it
- . Defining Personal Development Needs

- . The Performance "Interview"
 - . Setting the scene
 - . Structure
 - . Interpersonal skills
- . Preparing for Reviews
 - . How to implement the process within your area of operation
- . Following up and managing the personal development plan
- . Improving Performance
 - . Handling difficult people
 - . Using coaching and mentoring
 - . Providing support and encouragement

