Managing Performance

What This Course Is About

This course is designed to equip and enable corporate managers at all levels with the specific tools and skills to channel individual, team and organisation performance as effectively as possible towards achieving the objectives and needs of the business.

Who Should Attend

The course is relevant for anyone with management responsibility for business plans and performance. It is also suitable for new or aspiring managers wishing to learn about performance management issues.

Benefits For Your Organisation

Clearer communication about performance needs and requirements; increased motivation; more effective staff-manager relationships; quicker and more effective response to performance shortfalls and problems.

- Components of effective performance
- The performance management cycle
- Roles and responsibilities for managers at *all* levels within the organisation
- Linking performance management to the business planning process
- Setting and using standards to maintain and improve performance quality
- Setting and using objectives to maintain and improve performance output
- Drafting, agreeing and using performance agreements to measure performance
- Managing underperformance: the performance ±volcanoq
- Problem behaviours: £irm but fairqmanagement
- Understanding individuals: appropriate, effective motivation and reward
- Managing individual expectations and aspirations
- Planning and conducting performance reviews
- Managing the interface between individuals and teams
- Whole-organisation performance management.

Participants will be able to:

- Explain and define performance requirements in the context of organisation plans and objectives
- Communicate effectively and continuously about performance with individuals and other managers
- Use motivation and reward appropriately to inspire improvements in performance
- Identify and promptly address underperformance and related problem behaviours
- Identify and manage relationship issues within teams and between teams
- Work co-operatively to deliver achievements and results for the organisation as a whole.

Learning Delivery

Courses run for 1 or 2 days, include pre- and post-course assessments and are highly interactive in their format, using practice activities and case studies throughout to test and develop participantsqpractical management skills.

A modular version of the course is available for inclusion in wider management development programmes. A print-based self-study guide is also available as a supplement for or alternative to the classroom-based course.

cathedral consulting

+44 (0)845 658 9623

enquiries@cathedralconsulting.co.uk

Experts in People & Organisation Development