

## Managing Performance

This workshop starts by exploring how to drive the success of your organisation or team by developing a culture of high performance. We look at workplace motivation, helping participants to understand their role in supporting excellent performance. We then move on to develop practical skills for motivating staff (including how to have a 'difficult' conversation!) and we provide a 'troubleshooting checklist' for analysing the causes of poor performance and choosing appropriate interventions. We also cover the important place of the annual appraisal and how to conduct an effective review. We can provide suggested paperwork for annual appraisals or we can tailor an in-house training using your own.

We recommend this workshop be run at the end of an organisation restructure as a way of equipping managers to ensure that staff move into the new job roles that have been identified.

### Overview

<b>Type of Learning:</b>	Workshop
<b>Suitable for:</b>	Line managers who need to manage the performance of their staff and create high performing teams
<b>Duration:</b>	2 days
<b>Key Question:</b>	How can I encourage excellent performance from my staff?
<b>Expected Outcomes:</b>	A deeper understanding of how to motivate your team. You will be equipped with strategies and practical skills for enhancing the performance of all your staff, including those who are underperforming.
<b>Content Information:</b>	<p>The following practical skills will be developed:</p> <ul style="list-style-type: none"> <li>➤ Understand the big picture of organisation performance management and your own role in driving success</li> <li>➤ Carry out an objective review of a member of staff's performance</li> <li>➤ Trouble-shoot performance gaps and develop strategies for effective corrective action</li> <li>➤ Establish a clear understanding of expected behaviour</li> <li>➤ Support a member of staff to enhance their performance &amp; develop full potential</li> </ul>

- Understand how people are motivated in the workplace and ensure that your intervention enhances motivation rather than simply creating 'movement'
- Provide a member of staff with constructive feedback
- Know when and how to confront serious or persistent poor performance
- Understand the purpose of each section of the annual appraisal paperwork provided, and be prepared for using it with a member of staff

**Other Information:** We provide suggested paperwork for carrying out effective appraisals, including how to use a competency framework for giving feedback on workplace behaviour, or we can tailor an in-house training using your own.

“This training has been highly appreciated and has enhanced the leadership and management skills of senior and middle management in our international organisation”

**Bill Harding | International Development Director | MAF International**

## Contact Us

For further information about this solution, or to receive a formal proposal, please contact [info@theleadershipteam.org](mailto:info@theleadershipteam.org)