

Managing For Performance

Course Outline – can be customised



Learning Outcomes

On completion of this workshop, participants will be able to...

- Implement fundamental practices that help set team members up for success, providing clear expectations for results aligned to organisational outcomes
- Provide regular feedback and on-job coaching to facilitate excellence in delivery, learning and development and enhanced accountability for results from those they lead
- Identify practical actions to help ensure effective on-going interactions – focusing on practices to support one-on-ones, motivation considerations, constructive feedback and the on-going growth and development of others

Workshop Outline

1. Managing for Performance - fundamentals

- A leader's ultimate purpose – link to the conditions people need to be their best at work (option 1 if DiA program done in organisation)
- Exploring the 'leadership pipeline' – mindset, skills, time application, what is valued
- Reflection on your leadership and management skills (option 2)

2. Setting team members up for success

- The 5 building blocks - for people to have the opportunity to be their best, they must know WHAT TO do, they must WANT TO do it, they must know HOW TO do it, they must have a CHANCE TO do it, and they must have effective LEADERSHIP and guidance, using the 5 blocks as a diagnostic
- 3 phases of performance management (inc reference to organisational requirements)
- The SIMPLE model of accountability
- The different types of conversations you need to have with staff

3. Effective on-going interactions

- One on one meetings
- Providing regular effective feedback
- Common challenges we can face with employee performance
- Process for informal constructive feedback when unsatisfactory performance continues
- Possible responses to constructive feedback
- Flexible interactions to address varying skill + will (the time to tell v ask)
- Motivation and engagement considerations
- Supporting the development of others / focusing on strengths

1
day