

# Performance *management*

PERFORMANCE MANAGEMENT IS OFTEN JUST THAT "A PERFORMANCE".  
ACT ONE IS A FEW VERY QUICK QUOTATIONS ABOUT WHAT THE  
PERSON IS DOING RIGHT.

THE FINAL ACT IS A TRAGEDY SCENE AND HAS A LONG MONOLOGUE  
ABOUT WHAT QUANTIFIABLE TARGETS AREN'T BEING ACHIEVED.

Employees who are committed to learning and growing are a competitive edge. The performance of your employees directly impacts the results of your whole team. Managers need to invest more time in having effective performance management discussions. Managers also need to concentrate on behavioural targets instead of simply relying on the usual performance management metrics. It's much easier to say that "we need to improve your team's revenue levels" as opposed to "we really need to change some of your team's behaviours.

Performance management involves the creation of an open and interactive work environment which supports the development of skills in employees. It involves building rapport, giving feedback and motivating people using various techniques. The 'Performance Management' training program is designed to improve the skills of managers using a combination of lectures, examples, activities and discussions.

## **Action Plan**

1. How to set new performance objectives.
2. How to develop effective coaching relationships with staff.
3. How to set appropriate behavioural targets.
4. How to motivate people to want to achieve targets.
5. How to develop effective communication skills that can be applied in a wide variety of contexts and situations.
6. How to communicate with people that are missing targets.
7. How to change old patterns of behaviour.
8. How to build trust levels to nurture an environment of open communication



# Key learning outcomes

Your **Performance Management** program will give participants the skills to:

- Plan and structure the performance management session.
- Give regular and effective feedback.
- Build rapport to generate trust and manage resistance.
- Use effective communication techniques to empower others.
- Understand the philosophy of change management.
- Set appropriate behavioral targets as well as other more quantifiable targets.
- Address poor performance before it spirals.
- Understand what games people will play to “widen the goalposts”.
- Link reward recognition and feedback.
- Develop self awareness and the willingness to change behaviour.
- Effectively communicate with people from other cultures.
- Build self control into performance discussions.
- Set boundaries with staff.
- Use motivational techniques to reach objectives – What works and what doesn't?

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half day program.
- **Cost:** Price on request.
- **Target Audience:** Frontline Managers, Middle Managers, Senior Managers or CEO's.

If you would like more information on this training program, please contact:  
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