

PERFORMANCE MANAGEMENT TRAINING



THERE ARE NO EXCUSES FOR IGNORING POOR PERFORMANCE – JUST CONSEQUENCES.

One of the more challenging and difficult tasks for any manager is Performance Management. Engaging staff around their poor performance is tough. However, organisational survey data tells us that not managing poor performance is one of the biggest gripes for employees. Let's be really clear – employees want managers to deal with poor performers. So, what's the problem? The problem is that it takes courage, commitment, time and skill to effectively manage poor performance. Too many managers fob off performance management with the excuse that "they have not been adequately trained or they are not fully aware of the organisation's performance management policies or the legal environment." This breakthrough course ensures managers have no remaining excuses to procrastinate on performance management.

This program will provide your staff with a range of skills and knowledge to better manage and address poor performance. Drawing on current data and using a very practical approach, this program will give your managers the confidence to better manage performance and work towards improved outcomes and productivity.

*** Please note we can incorporate your performance management policy and procedure and any other relevant organisational information into the program.***

Your Performance Management program will give participants the skills to:

- Give regular and effective feedback.
- Develop strategies to manage poor performance.
- Build rapport to generate trust and manage resistance.
- Use effective communication techniques to empower others.
- Manage high performers who can sometimes cause chaos.
- Incorporate evidence based outcomes in performance management.
- Set appropriate behavioral targets as well as other more quantifiable targets.
- Create a culture that fosters high performance and high expectations.
- Understand what games people will play to "widen the goalposts".
- Link reward recognition and feedback.
- Counter staff that have "quit and stayed".
- Build self control into performance discussions.
- Set boundaries with staff.

"Left unchallenged or managed badly, poor performance will impact on morale, staff engagement and ultimately, performance. "

NUTS AND BOLTS

- **Group Size:** An ideal group size is 6–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.

- **Duration:** This course can be adapted to fit with your timeframe.
- **Cost:** Upon request.
- **Target Audience:** Managers, Team Leaders and Supervisors

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

PREFERRED TRAINING NETWORKS

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