

Courageous Conversations & *Managing Performance*

COURAGEOUS CONVERSATIONS ARE A CRITICAL PART OF PERFORMANCE MANAGEMENT. THEY ARE ALSO THE HARDEST PART AS MANY PEOPLE HATE CONFLICT AND AVOID HAVING THESE TOUGH CONVERSATIONS. THIS PROGRAM SHOWS YOU A PROVEN METHODOLOGY OF DOVETAILING PERFORMANCE MANAGEMENT TECHNIQUES AND HAVING TOUGH CONVERSATIONS TO RAISE THE BAR.

Courageous conversations are a critical part of Performance Management. They are also the hardest part as many people dislike conflict and avoid having these tough conversations. This program shows you a proven methodology of dovetailing performance management techniques and having tough conversations to raise the bar.

The program works best if it is split over 2 sessions.

1st session

The first session is an experiential learning session taking participants through world's best performance management practices. This includes managing reactions, preparing a plan, being assertive and being impartial.

Interval of at least 24 hours – Between the sessions participants identify performance gaps and opportunities. Participants are required to bring a proposed conversation action plan for each of their reports.

2nd Session

This session has a practical 'hands on' approach. Participants are taken out of their comfort zones and conduct demo courageous conversations. The conversations are critiqued and the feedback helps participants continuously improve and simultaneously gain confidence in their abilities to have tough conversations.



Key learning outcomes

The Performance Management session gives participants the skills to:

- Map and plan a performance management session.
- Understand how to give and receive feedback.
- Anticipate reactions and be strategic.
- Build rapport even if it appears none exists.
- Fit your performance plans with your organisational objectives.
- Focus on behavioural and performance metrics.
- Embed an assertiveness culture.

The Courageous Conversations session gives participants the skills to:

- Be very specific about any desired changes.
- Understand what games people will play to 'widen the goalposts'.
- Correctly identify and label poor performance.
- Detail the benefits of making the change.
- Build self control into performance discussions.
- Set boundaries with staff.
- Use the GROW model to prevent misunderstandings of performance expectations.
- Use motivational techniques to reach objectives – What works and what does not?

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 adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Supervisors, Middle Managers, Senior Managers and CEOs.

If you would like more information on this training program, please contact:
Melinda Kavanagh - Marketing Manager 03 9805 8000 Email: mkavanagh@preftrain.com
or visit our website today.

www.preftrain.com

