

Content

The context

- why is performance management necessary?
- the benefits, the risks
- link between individual and organisational performance

The manager's role

- understanding your role
 - assessing readiness
- the performance curve

Core skills

- clarifying roles
- setting objectives; raising the performance bar
- giving and receiving performance feedback
- questioning, listening, summarising and checking

Implementation

- monitoring and reviewing performance
- addressing poor performance
- stretching high achievers
 - coaching for results
- development planning.

Managing Performance

Leadership and Management

You are a manager or supervisor who has to deliver results by monitoring and improving the performance of others. You may feel that you lack the essential skills to develop the performance of your people as effectively as you would like.

At the heart of effective performance management is the quality of the relationship between the manager and the people they manage. Through this programme, you will gain a thorough understanding of how to manage the performance of those who report to you in ways that they will find valuable and motivating. Supported by sound models and anecdotes, the programme is full of practical suggestions and ideas that will produce rapid results for busy managers.

Benefits

By the end of the programme you will be able to:

- apply a systematic approach to performance management
- undertake successful, motivational performance reviews
- improve the performance of your direct reports
- help individuals to set personal goals that align with the organisation's goals
- deal effectively with under performance
- challenge and stretch high achievers
- identify development needs along with appropriate solutions.

Approach

The day is highly participative and emphasises hands-on skills development and application. You will be involved in a range of case studies and exercises that provide opportunities to practise, improve skills and grow in confidence.

Who should attend?

This programme will benefit anyone responsible for achieving business results through people.

Programme information

Duration: One day

Price: £375 (excluding VAT)

Dates and locations:

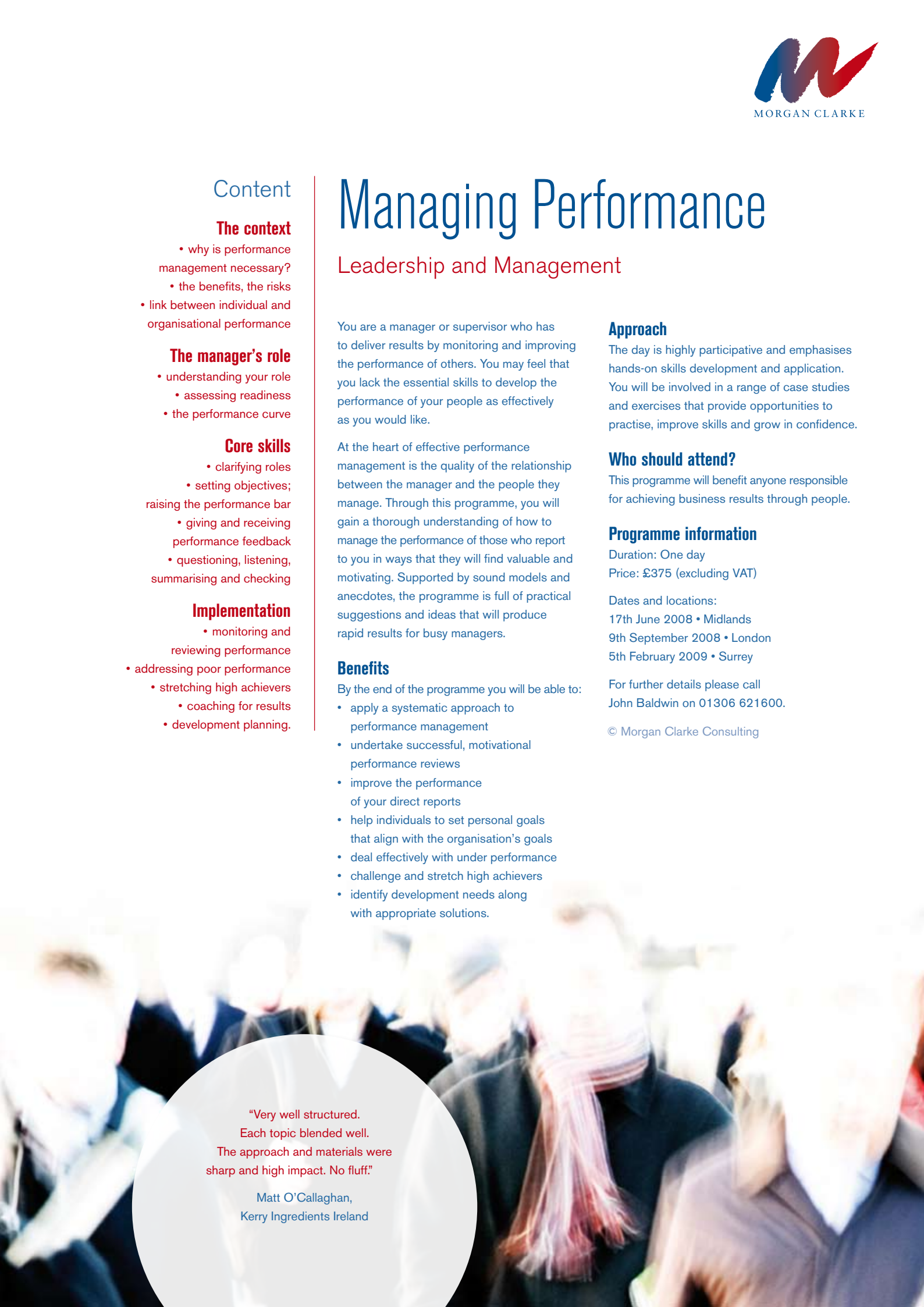
17th June 2008 • Midlands

9th September 2008 • London

5th February 2009 • Surrey

For further details please call John Baldwin on 01306 621600.

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"Very well structured.
Each topic blended well.
The approach and materials were
sharp and high impact. No fluff!"

Matt O'Callaghan,
Kerry Ingredients Ireland