Course Outline

**think
learn?
succeed**

"smart training for clever people"

Performance Management Essentials   1 Day

Master the art of managing performance so your team can leap to the peak of success. Learn how theories of motivation can have a practical impact in your workplace. Discover how to get your top achievers to contribute even more. Then find out how to monitor under-performance and raise performance issues in a constructive manner. Learn how to set goals for performance improvement and handle ongoing issues constructively.

What you'll learn to do in this course

You'll come out of this session with powerful tools for getting the people you manage to excel. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Apply the key stages of the performance management cycle
- Create an environment that supports motivation and high performance
- Recognise the signs that performance issues are occurring
- Get staff to listen to feedback
- Motivate people to get better at their jobs
- Handle tough situations relating to staff performance

Topics you'll cover

- The performance management process
- Assessing performance levels
- Preparing for performance discussions
- Giving feedback
- Asking for input
- Setting SMART goals
- Thanking the staff member
- Dealing with difficult reactions

What others have said about the course...

'Eleanor had well researched our organisation and individual needs to determine the content of our course to make it relevant. The course was well presented'
Caroline. Autism Spectrum 2013

'Very knowledgeable. Great course convenor. Kept it very interesting all day'
Marena. University of Wollongong 2013

'Good course with great balance and theory practice, examples and how to apply to working environment'
Ashwin. DFS 2013

'I have learnt a lot from this module and will be able to apply the methods taught on a daily basis'
Jo. SE Timber 2015