



'There is no magic in management. Make sure people know what to do and then see that they do it'

▶ PERFORMANCE MANAGEMENT

'I don't have any problem managing my people. If they don't do what I want I kick em.' For the barbaric manager managing poor performance is difficult enough. The 'kick em' approach can often make a bad situation worse.

For the enlightened manager managing performance can be more difficult. How do I manage a poor performer and still keep my team motivated?

Managing Performance explores the tools and techniques for managing a poor performer so that they may become a star performer.



WHO IS IT FOR?

- It's an ideal course for the manager who wants to improve interpersonal skills.
- It is suitable for managers who believe themselves to be either too aggressive or too nervous.
- It is a perfect course for the enlightened manager who wants to ensure that every member of the team has the chance to become a star performer.



WHAT WILL IT COVER?

The course will explore a step-by-step approach to performance management, including management by objectives.

It will cover subjects such as:

- Measuring the performance of your team
- The performance management loop
- Agreeing objectives
- Taking early action
- Constructive not destructive feedback
- Marginal and poor performance management techniques

COURSE DURATION:

1 DAY

NUMBER OF PARTICIPANTS:

8 - 10