

Practical performance management

A unique 'flexinar' programme

This virtual classroom session takes a practical approach to the different aspects of performance management for managers. It's about the *practice* of effective performance management, *not* the systems, processes, recording and form-filling that may be how your organisation manages performance.

The aim is to increase your confidence in the skills needed to have effective performance and development conversations with your team. The session will help you address the nuts and bolts of the various elements that make up effective performance management and choose those aspects you need to work on.

Learning objectives

- Understand the principles and benefits of effective performance management
- Understand the importance of setting clear and measurable objectives and associated behavioural standards
- Build your confidence in holding a performance-setting or review conversation
- Be able to explain the business landscape, strategic priorities and team outcomes and link them as a golden thread to individual objectives

Format

A uniquely flexible virtual classroom session.

Design your own programme: focus on 'how to' topics, on tools and models, or best practice techniques and new ideas. Or pick 'n' mix as you prefer. Choose one numbered topic for a 45-minute session, two for 60 minutes, three for 90 minutes. If you want more topics, give us a call and we'll discuss the best way of structuring the session for you.

The 'Introduction' and 'Action planning' sessions come as standard to help participants identify what they need to do differently to improve their personal effectiveness.

'Flexinar' menu – **choose any three of the ten numbered items** to create your ideal programme.

(The 'Introduction' and 'Action planning' sessions come as standard, whatever the session length.)

Introduction

- Thinking about our personal challenges
- Learning objectives

'How to' topics

- 1 Write a clear objective, including for a work task and/or a behaviour
- 2 Hold a more 'difficult' conversation
- 3 Review and assess performance fairly

Tools and models

- 4 Setting SMART objectives (specific, measurable, achievable, realistic and time-bound)
- 5 DEAL (assertive communication model)
- 6 Performance 1-2-1 meeting (structure and process)
- 7 Performance management and development cycle

Best practice techniques, tips and new ideas

- 8 Understanding performance management and development and what's in it for you and your team
- 9 Dealing with emotions and other challenges in a performance conversation – guidance and advice
- 10 Making the links and explaining the golden thread – linking objectives and outcomes to strategic priorities

Action planning

- Review
- Personal action planning