

Practical performance management

A half-day workshop

This workshop deals with the practical aspects of managing performance at work for people managers. It does *not* cover the systems and processes and administrative aspects of the role – you need the full-day version for that. It's therefore important that participants' expectations are managed and that they know where to access the administrative processes and support outside of the workshop.

Learning objectives

By the end of the workshop participants will be able to:

- Understand what performance management is and the benefits for everyone in the organisation
- Understand how individual performance and development fits in to the 'bigger picture' and be able to explain the golden thread
- Be able to carry out key performance management and development activities that occur in the PM cycle
- Learn a structure and process for holding a performance management conversation
- Formulate an action plan to take back to work

Audience

This session is appropriate to all line managers.

Format

A highly practical half-day workshop (three hours) for a group of up to 12 people. A short mid-session break is included.

The expert trainer

Amanda is always the first port of call for public service clients. She is an extremely popular trainer, facilitator, coach and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors.

Session overview

'Pre-work'

Refresh your knowledge of your organisation's current strategic plan. Bring a copy of your current performance management and development plan with you to the workshop to work on (instructions are given in advance).

1 Welcome, aims and introductions

- Learning objectives

2 What is performance management?

- Principles and practice
- The performance management cycle
- What's in it for me, my team, organisation and customers?

3 Making the links and the golden thread

- Linking objectives and priorities to your organisation's strategic plan

4 Understand the critical activities you are responsible for

If you prefer to focus on one aspect in more detail then let us know and this session can be tailored to the most relevant topic for your managers.

- Objective setting and development planning
- Holding a mid-year review
- Effective end-of-year review and assessing fairly
- Having a great development plan and encouraging learning that boosts skills, knowledge and behaviours for the job

5 Tools and guidance

- A 1-2-1 structure for a performance conversation
- Checklist for a meeting about performance
- Tips for when a conversation becomes challenging

6 Action planning

- Personal action planning