

MANAGING PEOPLE

Overview

As a manager, the ability to effectively develop and support your staff in achieving expectations is key. Through this practical workshop, learn hand-on tools and proven people management techniques that apply to both individuals and teams – and leave ready to improve your staff's performance.

Who Should Attend

Managers and professionals with the responsibility for managing others who want to be successful at driving performance

Benefits and outcomes

- How to use proven tools to manage and develop people
- How to recognize – and act upon – daily opportunities to improve performance
- How to define and communicate clear performance goals
- How to use difficult conversations to improve performance and gain commitment
- How to shape a work culture that boosts the performance of your entire staff
- How to hold clear, concise, and impactful performance management and development discussions
- How to build development plans to ensure the continued career growth of your people
- Develop positive relationships with your staff through alignment of expectations
- Retain key employees by helping them succeed, and address performance issues before they become unmanageable
- Pinpoint your own strength, commitment levels, and development opportunities as a manager

Program Curriculum

Module 1: The Business Case for Performance Management

- What is performance management?
- The performance management partnership cycle
- Activity: Top performance management frustrations
- Primary causes of deficient performance
- What employees value: it sector
- Factors most strongly associated with retention

Module 2: Shaping a High Performance Environment

- Assessing your managerial expectations

Module 3: Setting Expectations

- Setting expectations
- Employee expectations planner
- What is a work profile?

Module 4: Ongoing Coaching and Feedback

- Ongoing coaching and feedback
- The dual role of feedback providers
- Ten golden rules for performance feedback
- Addressing difficult responses to feedback
- Recognition and increasing capability
- Structuring effective conversations that lead to commitment

Module 5: Performance Assessment and Review

- Assessing performance
- Changing the role of managers
- Performance review
- Documentation
- Before the performance review meeting
- Tips for writing the performance review
- Sample performance review meeting agenda
- Effective questions for performance discussions

Module 6: Developing Others

- Development planning
- Best strategies for reaching development objectives
- Development follow-through
- Framing the career discussion

Linkage Training Programs are approved by the following organizations

