

People & Performance



Category: Management & Leadership

People perform best when work is planned and goals are consistent. This means defining expectations of the employee, having clear communication regarding the work expected and providing the required level of development to create a shared workforce to achieve organisational objectives.

Duration

2 days

Course Objective

This course has been developed to provide practical skills to align organisational objectives with the employees' agreed measures, skills, competency requirements, development plans and the delivery of results.

Who Should Attend / Target Audience

Managers who want to learn practical techniques to unlock peak performance by creating a culture where people want to do their best.

Learning Outcomes

- Set up a framework which maximises opportunity for staff productivity.
- Set and monitor performance standards.
- How to motivate staff and help them to do a good job.
- Techniques for promoting a learning culture.
- Understand the importance of and conduct a performance appraisal session effectively to motivate staff.
- Undertake training, coaching and mentoring sessions.

Related Courses

- Evaluate and Build Teams
- Coaching & Feedback Skills for Managers
- Managing Generational Diversity

Next Level Course

From Manager to Leader

Availability

In House Closed Group Public

Version: 31/12/09

Course Content

Performance Management - *how well does your organisation manage performance.*

Keys to Unlock Peak Performance & Productivity - *the "Five Keys" to help people do a good job.*

"SMART" Measures of Success - *for people to perform they need to know what is expected of them and the standard required.*

The "Hot Stove" Principle - *provide advanced warning.*

Role Clarification - *agree on the purpose, key result areas and measures of success.*

Job Design & Placement - *relates directly to motivation and performance.*

Motivation - *without motivated employees performance and productivity will be low, evaluate your organisation.*

Creating a Learning Environment - *measure the quality of your learning culture.*

Coaching - *GROW model of coaching for development.*

Leadership - *The Six Characteristics of successful leaders.*

Reviewing Performance - *conducting performance appraisals.*

Planning & Conducting Review Discussions - *prepare, discuss, follow up.*

Handling Difficult Situations & Behaviours - *strategies to handle different styles in a performance appraisal.*

Mentoring - *serve as a trusted role module, counsellor or teacher.*

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