

MASTERING PERFORMANCE MANAGEMENT



By **SGS**

1 DAY



LEARNING OUTCOMES

- Set clear and motivating performance goals that align with team priorities and drive individual accountability
- Recognise the value of regular, informal feedback in shaping performance and fostering continuous improvement
- Conduct effective feedback conversations that are collaborative, constructive and focused on growth
- Understand and apply both formal and informal performance management practices to support team development
- Navigate performance counselling confidently by following key steps to address performance concerns and support improvement

COURSE OVERVIEW

This program equips supervisors and managers with practical skills and tools to confidently manage the many steps within the performance management process.

This course is ideal for supervisors and managers who want to motivate team members, address challenging performance issues and master performance management.

TOPICS COVERED IN THIS COURSE

Where does it start?

As a manager, it is important to give people the opportunity to get it right. We will explore where this starts and the pivotal role you play in managing others.

Clear expectations

Clear expectations are the cornerstone of effective performance management. When your team knows what's required and what success looks like, you empower them to perform at their best and deliver results.

The role of ongoing feedback

Feedback is essential for building high-performing teams. It provides clarity, reinforces positive behaviours, keeps goals on track, facilitates growth and addresses challenges before they escalate.

Managing your best performers

It's often said that poor performers get far more attention than your best. Consider what is important for your best performers and what you should do to meet needs and retain this talent.

Coaching counselling and disciplinary procedures

Coaching and counselling are both processes for providing objective feedback, but how do you decide which approach to use in different situations?

Identifying performance issues early

Identifying and addressing performance issues early prevents escalation, supports employee development and enables individuals to achieve their goals for performance improvement.

A guide to the informal and formal processes

Establish clear plans, conduct structured meetings, provide support, document outcomes, ensure consistent follow-up and monitor progress and results.

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developed for the Australian
workplace.

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