

Managing Performance Conversations - One Day

One of the most daunting tasks for any Leader is to respond to poor performance or inappropriate behaviour in the workplace. This workshop provides some basic tools and techniques to enable delegates to deal with performance issues through coaching based on individual style and preference, with a focus on one to ones, setting performance targets and providing regular constructive feedback.

CONTENT

Types of Performance and People Issues?

- What type of performance/people issues do we face?
- What is my role?
- Diagnosing poor performance and identifying the need for action
- The process for managing underperformance

Managing Conversations around Performance

- Setting realistic goals and milestones
- Understanding Individual Differences
- The 4 styles (analytical, driver, expressive, amiable)
- Planning to deliver your message based on style
- Flexing your own approach to match style of others

Communicating your message

- Feedback basics
- Standards of performance – gather your evidence
- Monitoring and follow up

Have a go and Peer Feedback

- Role Plays to put learning into practice
(using the 4 styles and tailoring approach accordingly)

Action Plan

- How will I use this workshop?

