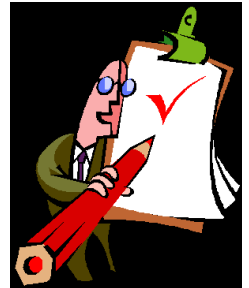


Managing employee performance

Team leaders play a prominent role in ensuring that organisational and team objectives are met. At the same time they have responsibility for developing and growing the potential and capacity of each individual team member. This is often challenging as motivation and abilities vary and there is no “one size fits all” approach to managing people and their performance.

During this workshop, you will explore techniques for:

- setting team and individual performance targets
- supporting your team and growing individual capacity and commitment
- ongoing monitoring and review
- conducting a formal performance appraisal
- addressing issues of under-performance
- disciplinary procedures and termination



About performance management

- ▶ Critical responsibilities and qualities of the team leader
- ▶ What is performance management?
- ▶ Excuses not to manage performance (and other myths)
- ▶ Encouraging a culture of performance
- ▶ Establishing team goals and expectations
- ▶ Setting individual goals and performance indicators

Managing performance

- ▶ Different strokes for different folks! – understanding capabilities and expectations
- ▶ Management communication tools and techniques
- ▶ Ongoing monitoring – techniques and approaches to provide feedback and support
- ▶ Giving fair and constructive feedback – techniques and approaches
- ▶ Developing the team and individuals - Coaching and mentoring
- ▶ Treating members of the team fairly and equably
- ▶ Techniques for dealing with under-performing employees
- ▶ Communicating and working with stakeholders

Conducting a formal performance appraisal

- ▶ Preparing for the appraisal
- ▶ Conducting the appraisal
- ▶ Acknowledging a good performer
- ▶ Outcomes of performance appraisal

Solving tougher problems

- ▶ Principles for managing unsatisfactory performance
- ▶ Calling in the experts – support services and personnel
- ▶ Reasons for unsatisfactory performance
- ▶ Dealing with unsatisfactory performance – inability, ill health, attitude
- ▶ Serious misconduct

The disciplinary processes

- ▶ Task performance
- ▶ The disciplinary process
- ▶ When all else fails - The termination process

Target audience: Team leaders

Course duration: 1 day
(Follow up is available)

To book this workshop or for more details of how Learning Insight can support your organisation contact:

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Phone: 0400 778807

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What's included?

*In-house training at a time to suit you
Instruction by an expert facilitator
A highly interactive workshop tailored for your organisation
Participant workbooks
Personalised certificate of completion
Guaranteed return on investment!*