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CONSULTANT

Performance Management Programme

Course Content

Management Overview

- What is management and what are your key responsibilities
- What do your team members want from you
- Team dynamics

Setting objectives and giving effective feedback

- How to set 'SMART' objectives
- Creating the a positive environment
- Giving constructive feedback
- The role of delegation

Coaching

- What is the role of the coach in managing performance
- The 3 stage coaching process :
- The spectrum of coaching skills ranging from directive to a non-directive approach

How to handle difficult personalities

- Develop strategies for dealing comfortably with each of these personality/ situation types
- Adapting your style to fit each situation

Motivation

- Maslow and Herzberg – and their relevance today
- What are the key factors that effective motivation
- What can we do directly to help motivate our teams
- Learning and development of others [PDP]

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