



# Course Outline

Leadership and Management Skills Series

*This outline is intended as a guide to the possible content of a course.*

*In practice, our courses are tailored to meet the requirements of our clients.*

## **Performance Management**

### **Overview**

Performance Management can be a powerful way of motivating staff, realising business goals and developing people's natural potential. Operated at a superficial level, however, it achieves relatively little benefit and at worst can have completely the opposite effect.

This course is aimed at all managers/supervisors and team leaders who are required, as part of their role, to use a Performance Management tool to effectively manage the performance and development of their staff.

### **Outcomes**

By the end of this course, you will be able to:

- recognise the reasons why, as managers, you have to effectively manage the performance of your staff
- sell the benefits of performance management to your staff
- identify what needs to be done and when
- use a Performance Management tool to effectively manage staff performance and development
- recognise the key management skills that underpin the performance management process and identify areas for personal development.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

### **Duration**

1 day

### **Key Areas Covered**

- Why performance management?
  - key business drivers and benefits - where are you now
- The Performance Management process:
  - what are we managing - the 3 phase cycle
  - objective setting - competencies
  - training and development.
- Management skills underpinning performance management.
- Performance Ratings.
- Making the performance management process work.

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