

Course Title	An Introduction to Performance Management		Duration	One day	Management
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> <li>✓ understand the aims of performance management ;</li> <li>✓ be able to set objectives to manage performance ;</li> <li>✓ know the ways in which staff can be motivated ; and</li> <li>✓ be able to deal with staff that under perform.</li> </ul>				
Prerequisites	None				
Session	Aim	Content			
Introduction	Explain the aims of the course and understand particular objectives of individual delegates.	<ul style="list-style-type: none"> <li>◆ Introductions</li> <li>◆ Understand the objectives and the process of the course</li> <li>◆ Agree what outcomes are required</li> </ul>			
Performance Management	Understand the aims of performance management	<ul style="list-style-type: none"> <li>◆ Why manage performance?</li> <li>◆ Performance indicators</li> <li>◆ Systems and Paperwork</li> </ul>			
Setting Objectives	Be able to set objectives to manage performance	<ul style="list-style-type: none"> <li>◆ Who sets the objectives?</li> <li>◆ Objectives and the business plan</li> <li>◆ Referring to Job Descriptions</li> <li>◆ SMART objectives</li> <li>◆ Challenging Objectives</li> <li>◆ Practice</li> </ul>			
Motivation	Know the ways in which staff can be motivated	<ul style="list-style-type: none"> <li>◆ How staff are motivated</li> <li>◆ Changing objectives for improved performance</li> <li>◆ Rewarding performance</li> <li>◆ Coaching or mentoring</li> <li>◆ Practice</li> </ul>			
Dealing with under-performance	Be able to deal with staff that under perform.	<ul style="list-style-type: none"> <li>◆ Dealing with under-performance</li> <li>◆ Assessing training needs</li> <li>◆ Amending roles or duties</li> <li>◆ Reviewing performance</li> </ul>			
<b>Book this course now :</b>					
Cost	Price Code A				
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