



Performance Management

Duration

1.5 days

Suitable For

Anyone who manages people

Objectives

By the end of the course delegates will be able to :

- Understand their own motivational values using the SDI model (self awareness)
- Identify the motivational values of others and adapt their management and communication style to create rapport and influence (emotional intelligence)
- Understand the legal principles under which they must manage their team
- Understand the performance cycle of "plan, monitor, review, plan"
- Construct SMART objectives
- Construct basic "Behavioural Performance Standards"
- Understand the performance equation - $\text{Performance} = \text{Motivation} \times \text{Ability} \times \text{Opportunity}$, and be able to use it to identify the root cause of poor (and excellent) performance
- Understand the concept of "In Group and Out Group behaviour" and the risk in making judgements about individuals based on "personal compatibility"
- Understand how the SDI motivational values dictate how people like to be valued, and be confident in giving honest and constructive feedback using the B.E.E.R model
- Plan and deliver a 121 performance review



Course content

- SDI Emotional Intelligence (Half day)
- The legal principles of performance management
- The performance cycle
- Agreeing SMART objectives - Practical Exercise to convert generic goals to SMART objectives.
- Agreeing "Behavioural performance standards"
- The Performance Equation and using it to get to the root cause of performance issues and spread best practice
- An exercise to assess delegates teams against the "in group and out group" model
- Collecting performance evidence
- Delivering effective feedback (using the SDI model, where appropriate)
- Planning and delivering an effective 121 performance review, including observed practice sessions
- Personal action plan