

Performance Management

Achieving results through others is the key to leadership success.

In any team environment, people perform at different levels and with different motivations based on the maturity and attitudes they bring to the job.

This performance management program focuses on the skills and attitudes needed to counsel and coach on-the-job issues and to provide feedback on employee performance.

Discussions between team leaders and team members on work performance issues are often challenging and demanding and can lead to a battle of wits and competitive point scoring from both parties. Old leadership ideas may cause the process to become unproductive and lead to diminished communication and morale.

But this doesn't have to be so.

Excellent outcomes can be achieved if the process of providing performance feedback is seen as a natural and normal step in team and individual development with an opportunity to build a better working relationship and to open communications for everyone's benefit.

This performance management program develops the concept that each person is an individual and deserves respect. The focus of performance discussion needs to be on the problem, issue or behaviour rather than the person. The leaders responsibility is to build confidence and employee self-esteem.

An assertive, open and empathetic approach to issues is likely to achieve employee respect and improve morale. Employees need to be involved and often have the best solution to a problem. Leaders need to listen and negotiate to facilitate joint problem solving.

RECOMMENDED FOR:

Anyone involved in achieving results through others can benefit from this outcomes driven, practical and effective program. Program performance management issues are drawn from participant's own workplace and the application is on results rather than theory.

PROGRAM OUTCOMES

At the conclusion of this program, participants will have:

- Understanding of the different motivations people bring to work and how these impact on work performance
- How to engage and involve the other party in the discussion
- How to use specific interpersonal influence skills to keep the performance management discussion on track
- How to provide accurate and clear feedback on performance where there is the greatest chance of developing positive outcomes
- How to manage aggressive and passive responses that can railroad the process
- How to better cope with the cynical and unhappy team member
- How to conclude most discussions on a positive and supportive note

PROGRAM OPTIONS

- Workshop – Supported by workbook / manual
- Seminar / Conference presentations also available

PROGRAM CONTENT

Skills to set the scene

- Learn how to lead discussion with active listening, questioning, observing and verifying skills to involve others and set the scene for a successful interaction. Learn how to use empathy to keep the discussion on track, build rapport and uncover hidden concerns and issues.

How to set performance objectives

- Leadership is judged on results and this means achieving goals through the efforts of the individual and the team. Learn the key steps in how to build employee involvement into setting performance objectives and how to ensure mutual commitment to achievement.

How to delegate a new job

- To maximise potential, people need to grow and have opportunities for new challenges at work. Effective delegation skills will benefit the company, the leader and especially the individual. Learn the steps for a structured approach to achieve results through effective delegation.

How to manage a grievance

- Unless people feel they can express a complaint to the team leader, it's likely they will complain to other staff members, clients and colleagues. Often grievances and complaints are expressed in an aggressive and emotional way. Learn the skills to professionally manage the issues by identifying the real cause and structuring the discussion effectively.

How to ask for improved performance

- The maintenance of performance standards is a major leadership responsibility. Learn how to address the situation when an employee is under-performing in a way likely to lead to higher motivation and enhanced performance. Learn key guidelines to keep the discussion on track and build rapport.

How to take follow up action

- The objective of discussion to enhance performance is to agree on an action plan and measurement with a timeframe for improvement. A follow up meeting is an opportunity to uncover any new circumstances and to discuss progress towards performance goals. Learn the skills and processes where the discussion can be used to recognise increased performance or to counsel lack of improvement.

How to acknowledge high performance

- Experience shows most people at work want to know how well they are doing and feedback on performance is very important. The feedback process needs to be handled with care as cynical employees may see positive feedback comments as artificial and insincere. Learn how to provide specific and accurate feedback to acknowledge performance that employees will see as positive, sincere support.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers in business development.

Each year he delivers speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 25 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic "how to" approach in communicating his knowledge makes him one of Australia's most sought after business speakers and trainers.

"Practical and valuable program designed to meet our needs and tailored to our particular issues. The interaction and examples were great."

Mark Brayshaw, Alcoa, Pinjarra, WA

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com



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