

NTPS: PERFORMANCE MANAGEMENT AND THE ART OF GIVING AND RECEIVING FEEDBACK

Managing employees' work performance is critical to achieving Agency objectives and is a responsibility of all managerial or supervisory jobs in the Northern Territory Public Service. To do this effectively managers need to understand the intent and application of the NTPS Performance Management framework. A critical component of managing performance is the provision of constructive feedback which is key to improving as individuals, teams and as organisations. It acts to enhance relationships, improve business productivity and aids in the coaching, mentoring and development of team members.

COURSE AGENDA

- Overview of the NTPS Performance Management Framework including: the Public Sector Employment and Management Act; Employment Instruction Numbers 3 and 4 (Natural Justice and Performance Management) and the Capability and Leadership Framework
- An understanding of what performance is (results and behaviour)
- The importance of objective, measureable performance standards and how they can be developed
- How to identify and meet the development needs of your team in a meaningful way
- The role and purpose of feedback
- The art of giving feedback in a way that is honest, objective and builds rapport
- Considerations when receiving feedback including emotional intelligence, intentions and perception
- Some practical tips on how to have difficult conversations
- Guided discussions on the various approaches managers might consider when addressing common scenarios involving poor performance

COURSE DETAILS

Delivery duration	Full day course.
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation, facilitated discussion and practical activities. Time is allocated to allow participants to workshop a number of scenarios.
Location	Venue to be provided by the client.
Cost	\$2,640 per day, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 20
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop. Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018