

# NTPS Performance Management for Managers – 1 Day

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

## COURSE AGENDA

1. Introduction to Performance Management
  - An understanding of what performance is (results and behaviour)
  - The scope of activities a leader needs to understand in order to manage performance well
  - 'Line of sight': How to ensure that every member of your team understands the connection between their job and what the organisation is trying to achieve
  - An introduction to Aubrey Daniels' disciplined performance management process
  - The importance of objective, measureable performance standards and how they can be developed
  - How to effectively conduct the performance management process
  - The importance of induction and probation
2. The NTPS Performance Management Framework
  - The *Public Sector Employment and Management Act*
  - *Employment Instructions 2, 3 and 4* (Probation, Natural Justice and Performance Management)
  - The *Capability and Leadership Framework*
  - Organisational values
3. Leadership
  - The role of a leader in performance management
  - Understanding people and what motivates them
  - Emotional intelligence and its application
4. Development
  - How to identify and meet the development needs of your team in a meaningful way
  - How to design and develop a practical learning plan
5. Feedback
  - The role and purpose of feedback including principles, common traps, tips and tricks
  - Practical feedback scenarios are then workshopped in small groups with our facilitator guiding discussions and possible approaches to managing the various scenarios

## COURSE DETAILS

Delivery duration	Full day course.
Delivery style	Face-to-face workshop 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. 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.

March, 2020