

NTPS Performance Management for Team Members - 1 Day

Target audience: Team members

Managing work performance is critical to achieving Agency objectives and is the responsibility of both managers and team members. The Northern Territory Public Service (NTPS) has a well-developed performance management framework that all members of the NTPS must participate in. To participate effectively, team members need a clear and comprehensive understanding of the intent and application of the framework, as well as their role and the role of their manager within that framework.

COURSE AGENDA

- Performance Management
 - An understanding of what performance is (results and behaviour)
 - An introduction to Aubrey Daniels' disciplined performance management process
- The NTPS Performance Management Framework
 - the *Public Sector Employment and Management Act*
 - Employment Instruction Numbers 3 and 4 (Natural Justice and Performance Management)
 - Capability and Leadership Framework: What is it and how it can be used effectively
 - How to effectively participate in the performance management process as a team member
- Development
 - How to identify and meet your development needs in a meaningful way
 - Compiling a step-by-step development plan
 - Understanding learning styles and determining your own
- Feedback
 - Giving and receiving feedback: the role of a team member
 - How to provide feedback in a productive and constructive way
 - The link between understanding people and delivering constructive feedback
 - Practical session on having difficult conversations

FACILITATOR



Amanda Leahy
CEO, Accrete

As the CEO of Accrete, a Registered Training Organisation, Amanda routinely exercises the Human Resource, technical, financial and management responsibilities associated with that position. She also has a frontline role in the development and delivery of tailored leadership and management training to a wide range of public and private sector clients.

Prior to joining Accrete, Amanda was a family law solicitor specialising in complex property settlements and Financial Agreements. She has extensive experience in alternative dispute resolution including negotiation and mediation.

Amanda delivers Performance Management training to Charles Darwin University, the Office of the Commissioner for Public Employment, NT Health, the Department of the Attorney-General and Justice as well as a number of other Agencies in the Northern Territory Public Service. Her performance management experience, combined with her understanding of the law, give her the knowledge and skills she needs to deliver this program effectively.

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