

PERFORMANCE CONVERSATIONS – ½ Day

An important 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.

Conducting constructive performance discussions in a way that builds trust and rapport is a skill that can be learned and developed. This practical workshop will provide participants with relevant theory, practical insights and an opportunity to workshop performance scenarios that are relevant to them and their work unit.

COURSE AGENDA

- 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	Half 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	\$1,650 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