ACCRETE

PERFORMANCE MANAGEMENT

Two-day, face-to-face, interactive workshop with up to 25 participants

Managing the performance of an individual or team is an important responsibility that comes with holding a leadership position. As a function it incorporates all aspects of enabling a person to perform well. Organisations have frameworks for managing performance that all employees with managerial or supervisory responsibilities need to understand and implement.

This course provides participants with a practical walk-through of the different stages of managing performance from induction, probation, professional development planning and implementation through to the giving of informal and formal feedback, conducting performance appraisals, having difficult conversations, and addressing underperformance. The program facilitator takes a practical approach to this course and provides real life examples throughout, together with tips on what may help and traps that should be avoided.

LEARNING AIMS AND OUTCOMES

1. Clear understanding of the elements of managing performance and the regular activities that drive continuous improvement, employee buy-in, accountability, and professionalism.
2. Understanding of the intent and application of frameworks for managing performance
3. Understanding the role of HR and how to effectively interact with HR
4. Familiarity with practical strategies, tools and approaches which assist with managing performance
5. Guidance on how participants can continue to develop their skills in this area

COURSE AGENDA

1. Introduction to managing performance
   - The purpose of managing performance and the outcomes being sought
   - 'Line of sight': How to ensure every member of your team understands the connection between their job and what the organisation is trying to achieve
   - The scope of activities included within a well-designed performance management process: induction; identifying and communicating expectations; measuring and assessing performance; learning and development; conducting regular performance and development conversations; completing performance documentation; and managing underperformance.
2. Organisational frameworks for managing performance
3. Leadership
   - The difference between managers and leaders
   - The role of a leader generally, and specifically in relation to managing performance
   - Understanding people and what motivates them
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

LEARNING STRATEGIES

Accrete's face-to-face delivery model is premised on the following learning strategies:

Adult Learning Principles	>	Learning styles	>	Story-telling	>	Quizzes	>	Practical scenarios	>	Practical activites

- The ***application of Adult Learning Principles***: we understand that adult learners bring their own experience and skills to the learning environment and capitalise on that by incorporating group discussions and experience-sharing in all our programs. This acts to expose participants to a range of views and approaches to an issue or topic, as well as providing engagement for our participants.

- Catering to a range of ***learning styles*** through a diversity of training approaches: we design our programs to include a combination of PowerPoint presentations, whiteboard drawing and flowcharting, group discussions, scenario-based discussions, question and answer sessions and practical activities.

- ***Story-telling***. We believe in the power of story-telling and ensure that we use simple, everyday examples to help participants understand the application of concepts, policies and processes that may otherwise appear to be overwhelming or abstract.

- ***Quizzes***: We routinely include quizzes to check understanding.

- ***Hypotheticals / scenarios***: We often present participants with a scenario or hypothetical situation for them to collectively consider. This exposes participants to the knowledge and experience of their peers and encourages collective learning.

- ***Practical activities***: This particular program includes a practical session on workshopping performance scenarios.

Accrete believes in the value of networking and shared learning during training. All opportunities for group work or collective learning provide this potential advantage for our participants and we are mindful to facilitate this as much as possible.

COURSE DETAILS

Delivery duration	Two days (timing to be agreed between parties)
Delivery style	Face-to-face workshop including: presentation, facilitated discussion and practical activities. Time is allocated to allow participants to workshop several scenarios.
Location	Venue to be provided by the client.
Participant numbers	Maximum: 25
Tailored option	Yes. Tailoring of workshops incurs a development cost. We will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

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