

# Performance Management

## Managing Peak Performance



### How to Conduct Performance Appraisals with Impact-The Facts

A practical and skills-based series of workshops that focus on conducting performance appraisals, target setting and managing poor performers. Learn how powerful trends are changing the face of staff development and performance management. Our three-day program offers the flexibility to meet your client needs.

#### Learning Outcomes

- Prepare an annual performance appraisal
- Communicate with impact and provide powerful feedback
- Understand effective coaching techniques in managing people's performance
- Learn to identify staff potential and areas for development
- Create development plans with employee ownership

### Target Setting for Effective Performance Management-The Facts

Develop the knowledge and skills on how to write SMART goals and targets. Achieving key organisational and personal objectives depends largely upon the motivation and performance of all employees in achieving and maintaining the highest standards of effective workplace performance.

#### Learning Outcomes

- Breakdown organisational goals for your team and employees
- Use various methods to develop targets, competencies and key performance indicators for various roles
- Acquire the skills required to communicate and obtain consensus on the various targets
- Administration of performance appraisal skills inventory
- Review of performance and identify development areas

### Managing Poor Performers-The Facts

All the strategies needed to manage poor performance and behaviour. It will provide each participant with the skills and techniques to recognise performance issues communicate effectively, to ask incisive questions, to listen actively and attentively, to resolve inter-personal conflicts.

#### Learning Outcomes

- Monitor performance, provide constant feedback, training and coaching when appropriate
- Identifying the "alarm bells" that indicate potential poor performance
- Understand the prime sources of behaviour and attitudes
- Apply various approaches to conflict management



**Challenge**

**Cultivate**

**Change**

[www.mtkkonsulting.com.au](http://www.mtkkonsulting.com.au)

[maryk@mtkkonsulting.com.au](mailto:maryk@mtkkonsulting.com.au)

phone: 0412 112 020

12A Goondari Road Allambie, NSW 2100 ABN: 37 095 624 061