

Performance Management: remedial and developmental

Bob Craig
Learning & Development

Research shows that effective teams and organisations are characterised by an engaged rather than a compliant workforce. Apathy and defiance can also stop individuals and teams from performing effectively.

Rarely do engaged and highly effective teams function without proactive managers who motivate and appropriately deploy the most talented members of the team and use a range of approaches to address underperformance.

In this session you will explore a range of low preparation, high impact strategies to motivate, support and manage the performance of staff.

Learning outcomes and benefits

Managers who:

- ✓ Apply a range of techniques when having 1:2:1s with staff
- ✓ Effectively delegate certain tasks and responsibilities to high performing volunteers
- ✓ Understand the key principles of talent management and succession planning and apply these in appropriate contexts
- ✓ Mediate disputes between staff, when required to do so
- ✓ Draw on a range of techniques, including scripts, to conduct assertive and frank performance management conversations
- ✓ Conduct meetings that are collaborative and seek not just to celebrate or criticise work performance, but to understand and evaluate it
- ✓ Adopt the most appropriate mind-set and persona to achieve the outcome they want in a range of situations (e.g. curious, assertive, compassionate)

Client testimonials

"Even though I am an experienced SLC, I found the exercises good and picked up some new ideas to try with both staff and students".

Paul Sanderson
Salford City College

"The trainer was excellent and content focused on real issues that arise almost every day".

Philip Maybury
Salford City College