

# Performance Management for Frontline Managers



***Performance management is a critical, yet often complex & time consuming process for managers. While managers work hard to make the process 'simple' for their staff it is often not nearly so simple for them!***

***This practical, hands on workshop will introduce the performance management system & PM processes and, through an interactive forum just how it all works. Participants will receive a toolkit of highly useful tools & tips to assist them in the PM process. It will also provide a snapshot of highly effective techniques to improve performance & maintain motivation.***

***"People ask the difference between a leader and a boss..... The leader works in the open and the boss in the covert. The leader leads and the boss drives."***

***Theodore Roosevelt***

## The Benefits

This program will give you the knowledge and skills to:

- Achieve high performance & specific KPI's
- Increase productivity
- Manage the PMS in a collaborative, objective and highly productive way
- Encourage & motivate staff to perform to their personal best
- Confidently manage 'difficult conversations'
- Ensure 100% participation in the PMS

## Who should attend?

This program is designed for frontline managers, team leaders and supervisors who want to know how to make the PMS a success for their organisation.

***All participants will have access to the facilitator for up to three months following the course via email or telephone.***

## What you will cover

- Performance Management Systems (PMS)
- PMS – the 17 step process
- Supervisor & Employee Responsibilities
- 7 keys to high performance
- Costs of poor performance
- Performance management issues
- Conducting performance appraisals
- Performance management conversations
- Improving performance
- Improving poor performance
- Tool kit for improving performance

## How it will be delivered

This program is delivered over two modules of three hours each run over two weeks. At the end of the first module participants will be given workplace activities to practice before the next session.