

Managing performance is one day of our 4 day management essentials program It covers performance management, appraisals, having performance related discussions, firing, coaching, micromanagement and developing high potentials

- This workshop is designed for front line and middle managers who need to gain, supplement or refresh their skills
- Includes supply of management assessments. The implications of the assessments will be discussed as a part of the workshop
- This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value
- Each participant receives a comprehensive manual of our normal highest quality material

The program

- How to achieve maximum performance
- Performance management
- Performance appraisals and reviews
- Breaking down team goals
- Setting SMART goals for your team and each team member
- Doing a SWOT analysis for your team
- Using a TOWS matrix to create strategies
- 4 arenas of employee quality
- Dealing with low performers
- Conducting performance development meetings
- 7 Skills needed for performance related discussions
- 7 biases in giving performance appraisals
- How to fire and how not to fire
- Active listening
- Being an empathetic listener
- How to ask good questions
- Using a questioning sequence
- How and when to coach
- The coaching process
- How to use the GROW coaching model
- Micromanagement – what, when and why
- When micromanagement is a result of poor management
- How to avoid micromanagement
- Giving constructive feedback
- How to receive feedback
- Talent management – How to develop others
- Using a performance/ potential matrix
- Identifying and developing high potential people