

Performance Management

HR, Leadership and Team Management Skills

Introduction

Learn how to approach performance management in a positive manner, rather than using less effective negative reinforcement to achieve results. We will guide you through legislative requirements in terms of the actual process, and give you some top tips on how to handle difficult situations and achieve a positive outcome.

Course Duration

SSG offer this module as part of a full or half day course as a classroom or virtual course.

Course Attendees

This module is suitable for employees at all levels, including SME owners, directors, senior managers, team leaders, supervisors and employee representatives.

Course Programme

- What does good performance look like?
- How to nurture high performance
- Identify causes for underperformance (capability v attitude)
- Performance management techniques (manage, coach, support, observe)

On completion of the course, delegates will be able to:

- Set benchmarks for good performance for their teams and organisation
- Implement simple tools and processes to measure performance
- Confidently address underperformance through a simple process
- Identify gaps in their current procedures

Training Certification and Assessment

Following successful completion of training, SSG course attendance certificates will be issued which are valid for three years. It is recommended that certification is renewed every three years to ensure those persons responsible are kept up to date with best practices.

Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service team for more information.