



Changing people for good

Course Content Overview

Management development program

One of the biggest game changers for managers is the introduction of increased clarity of direction and activity. This course will transform your thinking about how you ensure the team are on track whilst increasing morale, motivation and performance. Managers who understand the importance of this and who have robust systems for aligning the teams activities will find that performance management will be second nature whilst becoming completely intuitive. Having confidence in setting motivating objectives that deliver on the thread that leads up into the functional and organisational vision will revolutionise your collective performance.

Who the course is sensible for:

Everyone with any supervisory or managerial responsibility should attend this course. It will take the guess work out of performance management and enable new heights of performance in a way that your team will willingly aspire too. This is the perfect course if you are responsible for objective setting in any way, and will provide you with a clear and easy mechanism for assessing performance day by day.

Course Content:

1. Welcome and introduction; Setting your personal goals of the session.
2. Narrowing the team focus; What happens when we change the teams focus to ensure the right things are prioritised over the many worthy things.
3. The golden thread; How you can link your teams activities to those of the function, department and or organisation.
4. Critical success factors; How to define and use critical success factors to increase clarity for your team.
5. Objective setting; How to craft objectives that motivate.
6. SMART objectives; How to create a SMART objective in a single sentence.
7. Task empowerment; How to empower the task level.
8. What to measure; The way to define Key Performance Indicators (KPI's).
9. How to provide effective performance related feedback.
10. Course resources; Download all the tools and templates for easy application.

Aim of the course

By the end of the course you will be able to:

- Understand the importance of clarity in team performance.
- Take organisational vision and functional / department plans and feed it into your teams activity.
- Develop your teams critical success factors and learn how to use them to act as a constant barometer of task focus.
- Reduce wasted resource caused by people focusing on the wrong things.
- Increase the ability of the team to prioritise workload easily and simply.
- Craft effective, consistent, motivational objectives that follow the SMART model.
- Increase task level empowerment to enable individual delivery against objectives.
- Monitor and measure performance.
- Provide motivational and developmental feedback in a way that the whole team will buy into.