

# Managing Performance

£ £250 Per Person (exc. VAT)

 1 Day Course

Managing performance, especially under-performance can be challenging for even the most experienced team leader and manager. This workshop has been designed to enable supervisors, team leaders and managers to develop the knowledge and skills required to deal fairly and effectively with performance issues in their teams.

This course will ensure learners are able to:

- Understand the Manager's role in managing performance to meet objectives.
- Identify and agree performance objectives.
- Review progress and agree improvements.
- Monitor performance against objectives.
- Select appropriate methods to improve performance where necessary.

## Course Content

- ✓ Setting and upholding standards of performance.
- ✓ The relevance of SMART objectives and how to set them.
- ✓ Interpreting performance and achievement.
- ✓ Techniques for performance monitoring and evaluation.
- ✓ Addressing underperformance.
- ✓ Formal and informal discipline.
- ✓ Reasonable requests.
- ✓ The role of reference points in day-to-day performance management.
- ✓ Range of performance improve techniques available to the manager.
- ✓ Practical exercises and action planning.

## Apply for this course.

Apply for this course and ask any questions you may have by getting in touch with us via the contact methods below. You can also find information about this course and all of our other courses at our website, [www.wdr.co.uk](http://www.wdr.co.uk).