

ACHIEVING TARGETS THROUGH PERFORMANCE DIALOGUE – 2 DAYS

Performance dialogue is the series of conversation between managers and employees to plan, manage and review performance all year long. Achieving results through others depends on skilled interventions of managers and it is also through these conversations that managers can build trust, openness and collaboration.

This workshop puts performance discussions and reviews into context, and offers a step-by-step process for preparing and handling the conversation itself.

Learning Objectives

Participants will:

- Use performance reviews and regular one-to-one dialogue in achieving team and organisational goals
- Set and agree SMART goals with team members
- Measure regularly against agreed standards
- Prepare professionally for the review sessions
- Use critical techniques and skills for managing the conversation including handling disagreements
- Give performance feedback more effectively Motivate every team member to higher productivity

Learning Contents

- The Performance Dialogue Cycle
- Defining performance dialogue and its characteristics
- Approach to goal setting
- Evaluating and addressing performance

- Understanding performance: The Onion Model
- Handling difficult conversations / constructive feedback
- Motivating performance
- Conducting effective appraisal

Fee:

Negotiable. Available as in plant only.

Who Should Attend:

Supervisors and Managers at all levels accountable for Team / Unit / Departmental and Corporate Performance.

Dates:

May 20 – 22, 2019

September 11 – 13, 2019

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