

# Performance Management

The following is an example of Performance Management course content. For more information, or to discuss a bespoke course, please don't hesitate to contact us.

Specific Exercises	Learning Outcomes: The learner will:
Introduction and Objectives	Understand current challenges facing colleagues and the need to set clear objectives.
Supervised Feedback	Benchmark his / her own performance in giving live feedback for work later in the course.
How is the Team Performing?	<p>Gain an understanding of our own motives behind how we rate our colleagues.</p> <p>Be able to assess how to move forward to a more balanced approach to individuals and teams.</p>
Motivation	<p>Acquire knowledge of which so-called "self-motivators" work and, equally importantly, those which don't work.</p> <p>Understand exactly how to plan towards goal achievement and the underlying processes that need to be implemented in order to self-motivate and motivate others.</p> <p>Know how to plan a full set of both personal and work objectives.</p> <p>Realise why so many forms of traditional, business-based forms of "recognition" do not work.</p>
Getting the Message Across	Gain a clear understanding of what simple steps and behaviours need to be in place before, during and after feedback to ensure successful interactions with team members.

Specific Exercises	Learning Outcomes: The learner will:
Attitudes and Feelings	<p>Understand basic concepts behind 'TA', a human interaction psychology developed by Eric Berne.</p> <p>Know which psychological "tape" is most likely to be played by both themselves and, potentially, others, in certain situations.</p>
The Drama Triangle	<p>Understand the theory behind the psychological "game" of "yes, but!" (often referred to as the Karpman Triangle)</p> <p>Understand how to spot key words and phrases that could indicate a "psychological game" is about to begin.</p> <p>Know how to formulate methods to diffuse difficult situations with colleagues who might be "playing" one of the "roles" within the Karpman Triangle.</p>
The Coaching Game	<p>Gain insight into a proven methodology for giving feedback.</p> <p>Through "live" practice, know how to use a specific formula to achieve outstanding "buy-in" from colleagues to whom feedback is given.</p> <p>Understand, through videoed playback, any basic feedback errors committed by each other, earlier in the training, with new strategies of how to avoid these errors.</p>
Delegation	<p>Know which potential issues arise for team members when a task is incorrectly delegated.</p> <p>Gain an understanding of all the conditions necessary for effective delegation.</p>
Interpersonal Skills Audit	<p>Understand which key interpersonal skills need to be developed for each of the delegates' specific roles.</p> <p>Know how to take forward skills development through the use of Action Planning and teamwork.</p>