

Managing Individual Performance

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no. 196-26

Duration 1.00 day(s) | 6:00 hours ¹

Website link <https://pmctraining.com/training/managing-individual-performance/>

Techniques for Coaching the Challenging Employee

How do you manage a poor performer? What do you do if your feedback is ignored? How do you manage an individual who seems to lack a work ethic? How do you define the shortfall in an individual's performance? How do you ensure that any positive change in work performance is permanent and lasting?

This workshop gives you practical help and guides through a collaborative process that will produce many lasting benefits. Interactive and fun, you'll learn a motivational style that you can practice in a risk-free setting.

Learning outcomes

At the end of this workshop, you will be able to:

- Define performance standards for a given job position
- Define an individual's shortfall in performance
- Conduct a feedback meeting using a collaborative communication model
- Gain valuable feedback on your performance
- Use language that motivates
- Recognize the importance of follow-up actions or next steps
- Identify the benefits of giving regular and continuous feedback to all team members

Workshop topics

How to Plan the Feedback Meeting

- Defining the performance standards
- Defining the shortfall in performance
- Deciding on the focus of the feedback meeting
- Using the feedback model to plan the meeting

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Deciding on the timing for the meeting

How to Use the Feedback Model

- Understanding the importance of the 5 steps
- Using cooperative and collaborative language
- Engaging the team member in a problem-solving process
- Getting “buy-in”
- Agreeing follow up actions or next steps
- Keeping a record

How to Link to the Formal Appraisal Process

- Summarizing feedback over the review period
- Focussing on learning points
- Looking to future challenges

Identifying Training and Development Needs

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Anyone with responsibility for managing or supervising others. This one day workshop expands on concepts covered in Managing for Superior Results I: The Fundamentals of Supervision, allowing much more time for practical exercises and experiential learning.