

Managing Individual Performance: A Managers Workshop



DURATION

Three day facilitated workshop, compiled of three modules: Interaction Management, On-the-job Coaching, and Managing Poor Performance.

OUTCOMES

Managers, once this course is completed, will be able to:

- Use the key principles and STAR to conduct a coaching and performance improvement session.
- Plan structured coaching and performance discussions.
- Use coaching processes and tools to guide team members to improved performance.
- Understand the three stages of counselling that lead to the consequence management process.
- Link identified KPAs and KPIs to on-the-job behaviour to help improve performance.
- Apply a process for evidentiary and tracking purposes.

OUTLINE

This three-day facilitated workshop is designed to equip managers with the skills to conduct feedback sessions, on-the-job coaching, mentoring and performance discussions. Using theory and skills practices, the workshop covers the following:

- The Key principles for successful collaborative communication.
- The STAR Technique
- Coaching as a Management Tool
- Roles and Responsibilities of the Coaching Manager
- Conducting a Coaching Session using a structured process and SMART Objectives
- Identifying poor work performance.
- Conducting a discussion regarding the poor work performance.
- Agreeing corrective actions and timelines.
- Applying a process for evidentiary and tracking purposes.