



Focus on Performance

Course Overview

The ability to develop, communicate and engage team members in appropriate performance standards are crucial to ensuring the highest possible standards are reached. Supporting team members as they work towards targets and reviewing performance objectively will create buy-in and create a team of highly engaged, well performing individuals.

This workshop will help you to develop a range of supportive and motivational techniques which will not only reach expected standards but also to exceed these through engaged and committed individuals.

AGENDA HIGHLIGHTS:

- Understand the reasons for assessing knowledge, skills, and behaviours
- Explore the methods used to set objectives for individuals
- Learn how to assess an individual's capability to achieve objectives
- Outline the process for involving individuals in agreeing clear objectives
- Identify a range of support methods to enable individuals to perform well
- Develop approaches for motivating individuals
- Outline approaches to measuring outcomes against objectives
- Understand how to manage underperformance

TARGET AUDIENCE:

- Recruiters planning to take up their first supervisory, team leader, management, or mentoring role
- Managers and leaders with no previous formal management training
- New managers who would like some time to reflect on their role and refresh their performance management techniques
- Non recruiters for example team leaders, back and front office managers, department managers

LEARNING OUTCOMES:

- Understand an individual's work role and responsibilities
- Know how to set objectives
- Know how to support individuals to perform well
- Know how to assess outcomes against the objectives
- Know how to manage the underperformance of individuals

TRAINERS:

Charlotte Clark, Ruth Farrar, Gary Cocoracchio & Rachel Ellsmore

INVESTMENT:

OPEN COURSE – Cost per head:

Virtual	£425.00 plus VAT
Face to face	£495.00 plus VAT

IN COMPANY COURSE – prices are based on 8 delegates*

Virtual	£2145.00 plus VAT
Face to Face	£2795.00 plus VAT

* Prices are based on eight delegates, plus trainer expenses

For further information on the above programme or to discuss your talent development needs, please call **020 3117 0910** or email teri.etherington@apSCO.org

Courses are available to APSCO members and non-members alike. For non-member prices please contact APSCO Talent Development.