



The relationship between manager and employee is critical for getting the best performance results. However, the performance management systems we use can become a burden. What is most critical is the quality of the conversations we have, rather than the document we file. This workshop enables you to prepare for these conversations and enhance the effectiveness of formal and informal performance and development meetings. Learn how to get greater clarity of expectations, aligned to the business need, and to deliver more effective feedback in a way that inspires and motivates your people for greater performance.

Who should attend:

- People managers who would like to get more value out of their Performance Management and Development process.
- New managers who want to develop best practice in managing and developing their staff.
- Team leads who want to develop their people management capability.



Facilitator:

Ciaran O'Reilly, B.E.,MSc, has 20 years of practical experience in managing and developing technical staff in world class organisations. He received extensive training in best practice people management skills. Since 2007 Ciaran has focussed on facilitating learning and development, working for a wide variety of organisations. He lectures in "Professional Development" for a business degree programme, and is a member of Association for Coaching and the Irish Institute of Training & Development.



Programme Aim:

Each participant will gain a fresh insight into how to structure and have real and meaningful 1:1 conversations with their people. Participants will develop the skills and confidence through practice to be more effective in managing for higher performance, through clearer expectations, positive re-enforcement and effective feedback. The programme will enable managers to better support their people in developing new skills and competencies in line with the business need.

Programme Outline:

- Performance Management systems in practice
 - pros & cons & pitfalls
- Setting clearer expectations, MBO and setting SMARTer objectives
- High Performance Benchmark – setting the bar, monitoring and assessing performance
- Building trust, making it “real”
- Clear, concise & honest feedback – changing behaviours
- Challenging poor performance – practicing difficult conversations
- Fostering development– broadening the options available



Learning Objectives:

- Creating an environment where both manager and staff actively seek performance conversations.
- Establishing greater mutual clarity on performance expectations.
- Ability to structure 1:1's that engage both parties in driving performance.
- Ensure greater benefit and better outcomes from using the Performance Management and Development process in your organisation.

Format:

This is a highly interactive and participative workshop for a maximum of twelve participants. A lead facilitator will be supported by an associate to demonstrate principles, provide some best practice theory and lead group discussion. Frequent smaller group exercises will then be facilitated enabling practice of principles and feedback in a safe environment.

For more details on costing for groups and individuals on open programmes contact Ciaran at 087 8267193