

# Performance Management

Communication is at the centre of successful performance improvement conversations. Good communication skills help turn difficult conversations about performance into empowering, mentoring opportunities.

This package will support your leaders to engage their team in the performance improvement process. Through a series of four modules leaders will learn how to work with their team to set clear expectations and set and monitor SMART goals.

## Course

### Introduction to Performance Improvement

Turn difficult conversations about performance issues into mentoring opportunities.

### Where the Performance Improvement Plan Responsibilities Lie

Support your leaders to use the formal performance improvement process to effectively address performance concerns in a manner that is sympathetic and positive, while still being legally compliant.

### Performance Improvement Plan Meeting

Support your leader to approach performance conversations with confidence and a positive, future-focused framework.

### Influencing Others

Introductory module for your leadership team to learn how to make suggestions to clients, customers, colleagues, and staff by maximising their interpersonal skills.

## User Models

### Team meeting toolkit *(Total learning time: 6 x 15 minute micro-modules + discussion cards)*

Encourage your leadership teams to embed a 15-minute micro-module as pre-work for their team meetings, and embed learning through a team development workshop using our discussion cards.

### Build your kete *(Total learning time: 6 x 15 minute micro-modules)*

Integrate this package with your existing face-to-face or blending learning options and make them available to leaders across your organisation.

### Onboarding *(Total learning time: 6 x 15 minute micro-modules + discussion cards)*

Embed these micro-modules into your leadership induction and provide new leaders the fundamental skills required to manage performance in their team.



Tick the check box on the top right to select your package