

Maximising Performance in the Workplace – 2 Day Course

Course Overview

This two-day workshop provides participants with a framework for defining and communicating performance standards. It gives participants a series of tried and tested tools and techniques to feedback evidence based assessment of performance designed to motivate and encourage development and growth.

Who Should Attend

This course is aimed at anyone responsible for developing staff in the workplace.

Course Objectives

By the end of the workshop, participants will be able to:

- Explain how to define required performance standards
- Explain how to assess current performance levels
- Describe how to identify any gaps in performance
- Describe the process for a coaching conversation
- Demonstrate a coaching conversation to explore development opportunities
- Describe how staff development can be used as a motivational tool
- Define evidence of competence (or not)
- Describe a process for maintaining performance levels
- Demonstrate giving motivational feedback on performance

Course Content

Introduction

- The importance of performance standards

Maintaining performance

- The feedback process
- Feedback skills practise

Performance standards

- Defining performance standards
- Assessing performance and identifying development gaps
- Developing performance as a motivational tool
- Gaining evidence of competence
- Benefits of a coaching style
- The coaching process
- Coaching skills practise

The Way Forward

- Personal action plan

Additional Information

- CD Manuals and Certificates provided
- Course timings – 9.30 am- 05.00 pm
- Buffet lunch included and free parking available on site
- Joining Instructions will be sent prior to attending the course

Course Costs

To book this course or for further information please contact the training team on Tel - 01604 655 900 or email – training@paradisecomputing.co.uk

