

People & Performance Management (2 day plus rolling programme)

Objectives

To enable delegates:

- To be aware of their roles and responsibilities when managing people for performance
- To be able to identify the skills required for people management and to know how and when to use them
- To recognise barriers to effective performance and to be able to deal with these successfully

Course content

The aim of the course is to develop transferable skills to use in people management situations and use the internal organisational policies and procedures to maximise potential and performance.

Key Topics include:

- The six people management competencies
- The importance of efficient communication and the barriers to this
- Why should you recognise individual values and beliefs?
- Workforce planning – why is this essential?
- Recruitment & Selection
- Attendance management
- Standard setting
- Self managing and high performing teams
- Conflict Management
- SMART Goals
- Action Planning
- Planning to succeed. Changing attitudes.