



262-P25-CE



In-Class



16 hours

### Course Description:

This program will help the participants develop the key skills that underpin performance management, focusing on four management fundamentals. It teaches the key management concepts with a fun practice activity in each module to help delegates apply the concepts learned in a fun and interactive manner.

### Target Audience:

This Training is designed for Managers and Senior levels

### Course Objectives:

- Identify the personal qualities and skills of an effective manager/supervisor.
- Recognize the importance of setting clear objectives and instructions to facilitate good performance.
- Understand the principle of MBWA (Management by Walking Around) to check that standards are being maintained through effective performance monitoring.
- Identify ways to motivate staff in the workplace
- Understand the importance of constructive feedback in maintaining performance standards.

### Course Outline

#### Module 1: Introduction to What Great Managers Do

- Four Fundamental Questions Employees Need to Answer
- The Four Management Fundamentals
- Kevin Burns' video "How managers must engage their staff"
- Good Practice
- The perfect manager
- The Perfect Employee

#### Module 2: Setting Direction

- The Management Cycle
- Leadership Styles: "Situational Leadership"
- Goals and Direction Setting aligned with Vision and Strategy
- SMART goals and making the intangible tangible

#### Module 3: Monitoring Performance

- Monitoring performance against quantifiable objectives
- Monitoring performance against behavioral objectives
- Is It a Training Problem?
- Management by walking around – MBWA

#### Module 4: Keeping Staff Motivated

- What motivates us?
- Maslow's hierarchy of needs
- Frederick Herzberg's motivational model
- Additional examples of motivators and hygiene Factors
- Motivating Others Checklist
- Skill vs Will Matrix

#### Module 5: Giving Feedback

- Positive and negative feedback
- BEF formula for constructive

### Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

### Upon Successful Completion of this Course, participants will obtain:

1.3 CEUs

### Course Language:

English

### Prerequisites:

None.