



263-P25-VE



Virtual



14 hours

Course Description:

This course will help the participants to 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, interactive manner.

Target Audience:

This course 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 What Great Managers Do

Session One: Introduction to Management

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

Session Two: Manager and Employee Dynamics

- The perfect manager
- The Perfect Employee
- Assignment

Module 2: Setting Direction

Session One: Styles of Leadership

- The Management Cycle
- Leadership Styles: "Situational Leadership"
- Assignment

Session Two: Managing Directions

- Goals and Direction Setting aligned with Vision and Strategy
- SMART goals and making the intangible tangible
- Assignment

Module 3: Monitoring Performance

Session One: Performance Monitoring and Management Techniques

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

Module 4: Keeping Staff Motivated

Session One: Motivational Theories

- What motivates us?
- Maslow's hierarchy of needs
- Frederick Herzberg's motivational model
- Assignment

Session Two: Motivational Essentials

- Additional examples of motivators and hygiene Factors
- Motivating Others Checklist
- Skill vs Will Matrix
- Assignment

Module 5: Giving Feedback

Session One: Delivering Effective Feedback

- Positive and negative feedback
- BEF formula for constructive
- Assignment



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Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % cut-off score of total grades, which is "100"

Upon Successful Completion of this Course, participants will obtain:

1.2 CEUs

Course Language:

English

Prerequisites:

None