

Performance Management

Supporting leaders in navigating performance management with integrity and confidence.

Audience

Registered Managers, Deputy Managers and other staff responsible for managing and supporting team performance.

Duration

6 hours (Delivered as a single session or split into 2 x 3-hour sessions for flexibility)

Course Content

An interactive course that provides leaders with tools and techniques to handle performance management in a structured, fair and constructive manner. Key topics include:

- **Effective Supervisions and Appraisals**

Learn strategies for conducting productive 1-to-1 and group supervisions, along with meaningful appraisals that support development and align with organisational goals.

- **Conflict Resolution and Difficult Conversations**

Develop skills to address conflicts and manage challenging conversations confidently and professionally, turning challenges into opportunities for growth.

- **Enhancing Team Performance**

Gain practical techniques to monitor, support and guide team performance, fostering accountability and improvement.

Benefits of Attending

1. Strengthened Accountability

Develop clear expectations to encourage responsibility and transparency.

2. Boosted Team Morale

Foster open communication and growth opportunities to create a supportive work environment.

3. Effective Conflict Management

Address conflicts constructively to build trust and improve team dynamics.

4. Elevated Service Standards

Implement performance management strategies to ensure consistent, high-quality outcomes.



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