



Managing Performance

Benefits to individuals: *Help you get the best out of your employees*

Value for organisations: *Ensure that organisational objectives are translated into real results*

Managers are increasingly required to deliver results through the performance of their team. This course will help you to coach people to improve their skills and behaviours. It will also help you to focus on giving developmental and motivational feedback. We look at improving the skill of high performers as well as how to help you deal with people who are falling below the standard required.

Is this Course right for you?

This course is designed for supervisors with some management experience and who are responsible for the performance of others who report to them.

Once the course is completed you should be able to:

- Set behavioural objectives for staff
- Use a structured coaching process to improve performance
- Give effective, motivational feedback
- Manage under-performance with empathy

Course content:

- Key principles for giving and receiving feedback
- Recognition of performance
- Counselling for performance improvement
- Key principles for performance reviews
- Preparing for performance reviews
- Framework for an appraisal interview

How is the course conducted?

The course conducted as a 1 day workshop session held at MaST's Melbourne location. The session is engaging and stimulating yet relevant to the audience in both style and content by including role plays, continual opportunities for discussion, and activities.

Our workshop groups are limited to 10 participants (a minimum of 6 is required), to ensure opportunities for individual attention and an enhanced learning experience.

You will be provided with a comprehensive course manual and ongoing telephone support from the team at MaST.

Course Dates: 30 July & 21 Oct.

Price: \$475 + GST per participant

To book a **Managing Performance course**, or to arrange **in-house training**, please call the training team on **03 9520 2599**, or email us at mast@mastaustralia.com.au to let us know how we can help you.