

“ When people go to work,
they shouldn't have to
leave their hearts at home ”

Betty Bender

Benefits



- ✓ **ENHANCE** the capacity of people and organisations
- ✓ **INCREASE** work outputs and outcomes by effectively targeting and supporting efforts
- ✓ **ESTABLISH** a leadership culture that will be seen by staff as valuable and fair
- ✓ **REMOVE** the stigma associated with traditional performance management approaches and systems
- ✓ **PROMOTE** healthier workplaces – where performance conversations are valued not feared
- ✓ **REDUCE** the need for more adversarial interventions arising from mal-aligned work efforts
- ✓ **INCREASE** job satisfaction and employee retention levels
- ✓ **IDENTIFY** and create opportunities for staff to feel empowered in their development
- ✓ **ENGAGE** and enable staff to actively pursue their work goals and careers
- ✓ **PROMOTE** a workplace culture that is motivated and engaged to achieve professional and organisational outcomes
- ✓ **MASTER** skills in holding respectful dialogue with staff regarding all aspects of their performance and development

MANAGING FOR PERFORMANCE

Engaging Employees
Through Effective Dialogue

Program Background

Performance discussions are often viewed as negative and threatening events. Something that is “done to” employees during annual or bi-annual review periods. The process is often reluctantly undertaken as ‘the dreaded task’, which is overly complex and bureaucratic in nature. The stigma around scrutinizing creates the perception of ‘hollow discussions’ that raises anxiety and can negatively affect staff morale and productivity. It can inhibit worthy ambitions and negate the fundamental goals of performance and improvement.

Dialogue is the critical conduit by which both evaluative appraisal and future planning can become an energised, productive and engaged process. Thereby removing the perception of an antiquated and limited annual / bi-annual event to one that seeks to stimulate, motivate and harness capabilities, as well the true potential of individuals, teams and their organisations.

Who should attend?

Managers, supervisors and team leaders who are looking to facilitate an effective, engaging and positive approach to support staff performance, and enable dialogue to be comfortable, timely, productive and valued.

➤ Program Overview

This program provides the essentials for leaders and managers to ensure their approach to staff performance, and the dialogue that is so critical to its success, can engage, guide, and align staff efforts

It raises awareness of the two key factors impacting performance; *engaging* an employee's motivation and *enabling* their capability. Ensuring both the organisation and the people within can achieve their real potential. The four quadrants of employee performance help leaders and managers identify where their efforts can achieve the best results.



The program develops skills to enable the right mindset for respectful dialogue. Learners develop strategies to reduce unconscious bias and manage their emotions to enable performance discussions to be safe, comfortable and productive.

Learners identify the essentials for creating a comfortable setting for discussions. A model for dialogue is utilised, providing a valuable template for an approach that is both relationship and outcome oriented. The program provides key actions, language and behaviours that support constructive feedback and enable open, respectful and meaningful discussions. This extends to settings where problem behaviours surface and may also need to be canvassed.

“ A lot of people have gone further than they thought they could, because someone else thought they could ”

By the end of this program, learners will possess the tools that enable them to confidently, competently and calmly engage others in performance dialogue, and build an effective and valued system for stimulating, guiding and supporting staff.



For more details:
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➤ Topics Covered

- ✓ Intro: Performance Development Framework
- ✓ Linking performance to individual and operational strategic goals and plans
- ✓ Key factors correlating to improved performance
- ✓ Applying a Performance Development Framework
- ✓ The “Four Quadrants” of employee performance
- ✓ Underlying principles of successful dialogue
- ✓ Minimising the effects that emotions and unconscious bias can have on judgement.
- ✓ Applying Socratic methods for more productive thinking and problem solving
- ✓ Preparing a comfortable and productive setting
- ✓ Taking a relationship oriented approach
- ✓ A process for performance based discussions including facilitating feedback
- ✓ Incorporating Influencing language into performance discussions
- ✓ Employing assertiveness skills to safely and effectively manage problem behaviours

“ When people are financially invested, they want a return. When people are emotionally invested, they want to contribute ”

Simon Sinek

➤ Training Solutions

- Stand alone facilitated sessions (Duration: 1-2 days)
- Delivered in-house to workplace groups or delivered as coaching sessions to individuals
- Can be integrated with e/m microlearning video/scenarios options incorporating blended delivery
- Suitable for all team leaders, supervisors or managers.

CUSTOMISATION: Our training solutions are contextualized to meet your specific learning & skill development needs, including your industry, operating environment, business and risk management profile.

