

# MANAGING PEOPLE AND PERFORMANCE

29<sup>th</sup> April 10 Glyndŵr University £195 exc. VAT

**DURATION:** 1 Day

## OVERVIEW:

Getting the message across to employees about what you expect them to do is just one of the essential requirements for managing people and their performance.

Explaining how well you need them to do it, gathering evidence of their performance, measuring what has been achieved and giving timely and constructive feedback are also vitally important management skills.

And what happens when performance isn't all that it should be? How do you deal with that in a positive way? It's not always easy but this course will show you how!

## WHO WILL BENEFIT:

This course is for new and experienced managers, at all levels, who want to get the best possible performance from their staff, using the right approach for different situations.

## COURSE OBJECTIVES:

- Be aware of how to organise and direct their employees.
- Understand how to help people perform in order to achieve the desired results.
- Have greater confidence in carrying out their management role
- Improve their communications with employees.
- recognise the causes of poor performance and know how to handle performance issues

## KEY OUTCOMES:

- Making the link between people, performance and business objectives
- Communicating job and performance expectations
- Gathering evidence of performance and giving constructive feedback
- Understanding the knowledge, skills and behaviour that employees need in order to perform
- Motivation, delegation and dealing with poor performance
- Learning review, action plans and setting goals for further development

## COURSE CONTENT:

PowerPoint, workbooks, small group exercises, plenary group discussions, case studies, management surgery working on real workplace performance issues.

## TRAINER PROFILE:

### Jan Springthorpe.

Jan Springthorpe has a strong, hands on track record in managing people and performance. Jan understands the issues, demands and concerns that managers at all levels face from time to time

**SMEs in Wales could be eligible for up to 50% subsidy of the total course fee for a graduate-level delegate. For more information on this and other funding opportunities, contact us on 01978 293491 or at [solutions@glyndwr.ac.uk](mailto:solutions@glyndwr.ac.uk)**

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