

MPER101

Managing Performance

Want to improve your confidence when leading performance management conversations?

Most people dread performance management conversations. For many, this is a box that needs to be checked off; an annoyance, and possibly a difficult and uncomfortable conversation. We want to change the view of managing performance and turn it into a positive, stress-free process that provides meaningful outcomes for everyone involved.

Seminar Overview

- Gain a new perspective on managing performance with practical outcomes that can be implemented quickly.
- Understand the importance of planning for performance management meetings and strategies to have all bases covered.
- Enhance your communication skills and learn how to manage defensive behaviour.
- Learn how to establish boundaries and get buy-in from the start.
- Identify and respond to drivers of conflict.
- Understand the role of a mediator and how to navigate sensitive topics.
- Explore common derailers and develop skills to overcome them and keep the conversation on track and on topic.
- Engage people in planning for outcomes.
- Develop coaching and mentoring skills.
- Learn how to be reflecting and deescalate performance issues before they go too far.
- Understand the role of leadership in relation to performance management.

Visit our website for upcoming seminars or to book an in-house session

Suggested Participants

- Managers
- Human Resources Staff
- Team leaders
- Shift Supervisors

The content is suitable for leaders within:

- Aged Care
- Disability
- Community Services
- Childcare

Seminar Cost

Webinar

\$249 + GST each

Seminar

\$299 + GST each

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