

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 derailments 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 reflective and deescalate performance issues before they go too far
- Understand the role of leadership in relation to performance management

Need to send a few people to this seminar?
Register 5 or more seats for \$249 + GST each

Suggested Participants

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

The content is suitable for leaders within:

- Aged Care
- Disability
- Community Services
- Childcare

Cost

Webinar

\$299 + GST each

Face-to-Face Inhouse
Sessions available upon
request

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book an in-house session

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