



TRAINING THAT DEVELOPS  
*REAL CAPABILITY*



**Managing Performance Effectively**

LPD011

## Managing Performance Effectively

This comprehensive programme brings you on a personal journey involving extensive insight, exploration and practice of skills required to manage the performance of direct reports in the workplace. Participants will be invited to engage in a process of understanding and practising the essential skills required to ensure successful outcomes when managing performance day to day, as well as during formal performance based discussions.

### Duration & Price

Duration: 1-2 days

Delivery mode: This programme is available In-Company

### Dates & Locations

*In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.*

### In-Company Training

Please [contact us](#) for more information on our In-Company training options

### What's covered?

- You will gain clarity about what motivates direct reports and then learn how to apply this theory to your specific work context and incorporate this into the performance management process and discussions.
- Learn how to set SMART goals collaboratively, which can encourage Direct report engagement and individual ownership.
- You will learn about and put into practice a model for preparing and conducting effective performance meeting that will ensure productive outcomes.
- You will be introduced to and practice the Communication Tools defined by industry experts as the best practices required to be able to manage and interact effectively with Direct Reports during the performance management process and discussion.
- You gain an appreciation of how to best ensure consistent optimum performance from direct reports.
- You will gain experience of and put into practice a methodology for dealing with different types of conflict that can arise during performance conversations and confidently manage yourself to achieve win- win solutions.
- You will gain knowledge of, analyze and apply the possible causes of poor performance and put into practice the best approach for supporting your direct report to get back on track.
- You will gain an appreciation of how best to deal with persistent poor performance and the options available towards ensuring fair, satisfactory outcomes for all.

During our preparation process we will take the time to discuss your needs and expectations to check that this programme is a good fit for you.

## Who should participate?

Supervisors, Manager, Leaders at different levels of development, who are responsible for managing the performance of direct reports and wish to develop their knowledge and skills in performance management techniques and communication skills.

## What will I learn?

Participants achieve the following learning outcomes from the programme;

- Have a deeper appreciation of the opportunities and challenges associated with performance management in the workplace
- Gain a deeper awareness of the managers role and responsibilities within the performance management process
- Know and practise how to, plan and prepare for performance discussions
- Understand and practise the essential communication skills required to lead and manage the performance discussions
- Understand and practise how to give and receive feedback effectively
- Gain an insight into what happens when we are faced with challenging individuals and situations
- Understand and practise leading and managing challenging conversations to ensure progress and accountability
- How to identify the causes of poor performance and how best to support individuals towards successful achievement of performance goals
- Understand when and how to escalate consistent poor performance within the organisation

## How do we train and support you?

Building on over 40 years combined experience in human resource learning and development, the tutors utilise an experiential learning approach to their programmes. This methodology of learning provides an opportunity for learners to engage with, experience and apply the learning in a practical way and also provides the opportunity for learners to receive feedback on their newly applied skills. The opportunity is also provided to learners to reflect on the full learning experience and how this might be of value to them in the achievement of their learning goals.

To assist and continue with skills development, we facilitate via email a post learning reflective practice utilising skill practice sessions recorded during the course. This assists delegates in embedding new learning, gives further support and enables them to define any further actions required.

This programme offers one to one or group coaching as an additional element to further support the delegate and embed the learning process.

[DiSC](#) profiling is also available as an accompanying self-awareness tool and learning intervention.



## Tutors



**Gina Ryan**  
[View Profile](#)

## What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on [CourseCheck.com](https://www.coursecheck.com), an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



[Click Here](#)





# TRAINING THAT DEVELOPS *REAL CAPABILITY*

SQT provide a unique combination of high quality, accredited, practical training delivered by leading industry experts and supported by the most up to date learning technology and tools

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