

Managing Performance & Motivation

Managing people performance is a key element of public sector organisations and builds a solid foundation for success. Performance Appraisal can be seen as a form filling exercise as well as a poor use of time and, yet the management of performance once handled properly can be motivational and effective for the organisation. This programme will give those responsible for managing performance the fundamental skills to create an environment for people to thrive.

Aim

To provide participants with a clear understanding of:

1. The key differences between 20th Century and 21st Century motivation
2. A range of reward strategies from basic to sophisticated
3. How to create an environment of achieving maximum engagement and performance
4. The psychological contract and how it can be used effectively at work
5. How to hold effective 1:1s and measure performance using HR metrics

Methodology

In order to achieve the objectives of the training, the following fundamental principles will be that the learning is –

- Highly engaging – the methods used will talk to the ‘head and heart’;
- Interactive – involving a blend of experience, discussion and practice
- Innovative – there will be regular insights into the latest thinking & tools
- Encourage participation - so that delegates take ownership of their own development

Sample Programme

10:00 Welcome & Introductions

10:15 Performance Management & Motivation

- What it is and why it is important
- Challenges in achieving high performance
- The difference between 20th century and 21st century motivation
- Understanding reward strategies
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11:15 Refreshment Break

11:30 Unlocking the secrets to high performance

- Challenges in achieving high performance
- Balancing challenge and skills to achieve optimal performance
- Understanding and using the psychological contract

12:45 Lunch

13:30 Performance Management – Diagnosis & Measures

- Understanding different attitudes and skills
- How to manage performance through coaching and delegation
- Measures of performance management

14:45 Refreshment Break

15:00 Performance Management - Effective 1:1s

- Challenges of having effective 1:1s
- How 1:1s fit into the appraisal system and how they link to motivation
- How to have effective 1:1s

15:45 Review of the Day

16:00 Close