

Maximising Performance in the Workplace

This **two-day** workshop provides participants with a framework for defining and communicating performance standards. It gives participants a series of tried and tested tools and techniques to feedback evidence based assessment of performance designed to motivate and encourage development and growth.

Audience

This course is aimed at anyone responsible for developing staff in the workplace.

Course Objectives

By the end of the workshop, participants will be able to:

- Explain how to define required performance standards
- Explain how to assess current performance levels
- Describe how to identify any gaps in performance
- Describe the process for a coaching conversation
- Demonstrate a coaching conversation to explore development opportunities
- Describe how staff development can be used as a motivational tool
- Define evidence of competence (or not)
- Describe a process for maintaining performance levels
- Demonstrate giving motivational feedback on performance

Course content

Introduction

- The importance of performance standards

Performance standards

- Defining performance standards
- Assessing performance and identifying development gaps
- Developing performance as a motivational tool
- Gaining evidence of competence

Coaching

- Benefits of a coaching style
- The coaching process
- Coaching skills practise

Maintaining performance

- The feedback process
- Feedback skills practise

The Way Forward

- Personal action plan