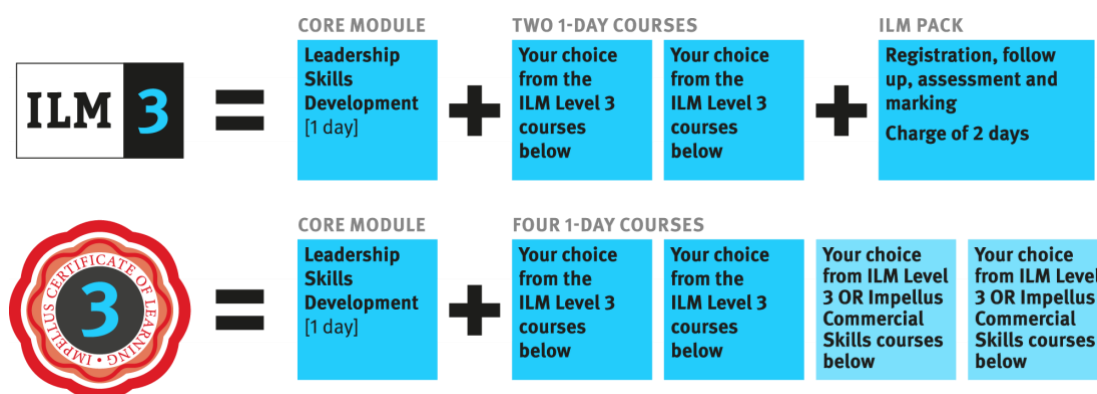


The course explores the importance of recognising and dealing with both good and bad performance. Investigating obstacles to performance and how to diagnose and deal with them effectively. Setting clear objectives and goals that affect behaviours and determine performance. It looks at how to monitor and appraise performance and provide effective and meaningful feedback for best results.

For all dates and venues, see [here](#) or call **0800 619 1230**

This course can be taken individually or as an optional module that can lead to an ILM Level 3 Award in Leadership and Management. It can also be taken as an optional module for an Impellus Certificate of Learning at Level 3.



**Optional ILM courses:** Coaching Skills for Managers, Delegation and Time Efficiency, Developing Winning Teams, Effective Communication Skills, Managing and Appraising Performance, Managing Change and Innovation.

**Optional Commercial Skills courses:** Finance for non-financial Professionals, Key Account Management, Negotiation Skills & Techniques, Presentation Skills & Techniques.

## ONLINE TRAINING SCHEDULE

<b>9:30 – 9:45</b>	Welcome, overview and introduction to the programme	
<b>9:45 – 11:15</b> (inc. mini break)	<ul style="list-style-type: none"> <li>Exploring different methods of assessing performance</li> <li>What makes a good or bad assessment? – the key skills and qualities of the effective performance manager</li> </ul>	<ul style="list-style-type: none"> <li>Diagnosing performance issues – are they a ‘can’t do’ or a ‘won’t do’?</li> </ul>
<b>Making assessment meaningful</b>	<p><i>The opening session of the day allows delegates to understand the reasons why performance assessment is important and consider whether they have the right skills to get people working effectively. They then analyse a staff performance issue by working it through a diagnosis model.</i></p>	
<b>11:15 – 11:30</b>	Break	
<b>11:30 – 13:00</b> (inc. mini break)	<ul style="list-style-type: none"> <li>Identifying areas that are critical to quality and establishing measures</li> </ul>	<ul style="list-style-type: none"> <li>Setting SMART objectives to ensure focus</li> </ul>
<b>Setting clear expectations</b>	<p><i>During this session delegates will begin to define the importance of setting and monitoring clear performance objectives. Lean management concepts are then used to set clear expectations of what is required. The session ends by applying SMART objective setting to a real life example.</i></p>	
<b>13:00 – 14:00</b>	Lunch	
<b>14:00 – 15:15</b> (inc. mini break)	<ul style="list-style-type: none"> <li>Creating an environment of positive regard</li> <li>The important elements of effective feedback</li> </ul>	<ul style="list-style-type: none"> <li>Understanding a structured approach to delivering key messages with confidence</li> </ul>
<b>Delivering motivational feedback</b>	<p><i>In this session delegates will analyse the impact of their attitude on team members and how they can improve their delivery of essential messages. They will then use the CEDAR model to deliver powerful performance feedback to create long lasting adjustments.</i></p>	
<b>15:15 – 15:30</b>	Break	
<b>15:30 – 16:00</b>	<ul style="list-style-type: none"> <li>Key messages revisited – practical application</li> <li>The secret of leveraging performance</li> </ul>	<ul style="list-style-type: none"> <li>Bringing it all together and action planning</li> <li>Questions and answers</li> </ul>
<b>Engendering buy-in and commitment</b>	<p><i>The final part of the day allows delegates to complete their use of CEDAR in their real life scenarios before uncovering the secrets to leveraging performance. The day concludes with everybody back together to draw up their individual action plans.</i></p>	
<b>16:00 – 16:30</b>	Optional Q&A. Questions taken live or by email for answering later	

## IN-PERSON TRAINING SCHEDULE

<b>9:00 – 9:30</b>	Delegate registration, refreshments, networking opportunity	
<b>9:30 – 9:50</b>	Welcome, overview and introduction to the programme	
<b>9:50 – 11:15</b>	<ul style="list-style-type: none"><li>• Exploring different methods of assessing performance</li><li>• What makes a good or bad assessment? – the key skills and qualities of the effective performance manager</li></ul>	<ul style="list-style-type: none"><li>• Diagnosing performance issues – are they a ‘can’t do’ or a ‘won’t do’? Who needs your attention?</li></ul>
	<i>The opening session of the day allows delegates to understand the reasons why performance assessment is important and consider whether they have the right skills to get people working effectively. They then analyse a staff performance issue by working it through a diagnosis model.</i>	
<b>11:15 – 11:30</b>	Break and networking opportunity	
<b>11:30 – 13:00</b>	<ul style="list-style-type: none"><li>• Identifying areas that are critical to quality and establishing measures</li></ul>	<ul style="list-style-type: none"><li>• Setting SMART objectives to ensure focus</li></ul>
	<i>During this session delegates will begin to define the importance of setting and monitoring clear performance objectives. Lean management concepts are then used to set clear expectations of what is required. The session ends by applying SMART objective setting to real life example</i>	
<b>13:00 – 14:00</b>	Lunch	
<b>14:00 – 15:15</b>	<ul style="list-style-type: none"><li>• Creating an environment of positive regard</li><li>• The important elements of effective feedback</li></ul>	<ul style="list-style-type: none"><li>• Understanding a structured approach to delivering key messages with confidence</li></ul>
	<i>In this session delegates will analyse the impact of their attitude on team members and how they can improve their delivery of essential messages. They will then use the CEDAR model to deliver powerful performance feedback to create long lasting adjustments.</i>	
<b>15:15 – 15:30</b>	Break and networking opportunity	
<b>15:30 – 16:30</b>	<ul style="list-style-type: none"><li>• Key messages revisited – practical application</li><li>• The secret of leveraging performance</li></ul>	<ul style="list-style-type: none"><li>• Bringing it all together and action planning</li></ul>
	<i>The final part of the day allows delegates to complete their use of CEDAR in their real life scenarios before uncovering the secrets to leveraging performance. The day concludes with everybody back together to draw up their individual action plans.</i>	

All Impellus courses are designed to be enjoyable and highly informative. Delegates are given a welcoming and comfortable environment in which to reflect, challenge and learn. The focus is on being able to bring new skills and thinking back into the workplace.