

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 to produce the best long-term 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 additional module for an Impellus Certificate of Learning in Leadership and Management at Level 3.

<b>9:30 – 10:00</b>	Welcome, overview and introduction to the programme	
<b>10:00 – 11:15</b> <i>Making assessment meaningful</i>	<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> <p><i>The opening session of the day allows delegates to understand the reasons why performance assessment is important and consider whether they are using the right skills to get people working effectively. They then analyse a staff performance issue by working it through a diagnostic model.</i></p>	<ul style="list-style-type: none"><li>• Diagnosing performance issues – are they a ‘can’t do’ or a ‘won’t do’?</li></ul>
<b>11:15 – 11:30</b>	Break	
<b>11:30 – 13:00</b> <i>Setting clear expectations</i>	<ul style="list-style-type: none"><li>• Identifying areas that are critical to quality and establishing measures</li></ul> <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>	<ul style="list-style-type: none"><li>• Setting SMART objectives to ensure focus</li></ul>
<b>13:00 – 14:00</b>	Lunch	
<b>14:00 – 15:15</b> <i>Delivering motivational feedback</i>	<ul style="list-style-type: none"><li>• Creating an environment of positive regard</li><li>• The important elements of effective feedback</li></ul> <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>	<ul style="list-style-type: none"><li>• Understanding a structured approach to delivering key messages with confidence</li></ul>
<b>15:15 – 15:30</b>	Break	
<b>15:30 – 16:30</b> <i>Engendering buy-in and commitment</i>	<ul style="list-style-type: none"><li>• Key messages revisited – practical application</li><li>• The secret of leveraging performance</li></ul> <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>	<ul style="list-style-type: none"><li>• Bringing it all together and action planning</li></ul>

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.