



Training Academy

INTRODUCTION TO MANAGEMENT ONLINE

COURSE DURATION

Day 1 – 9:30 – 12:30

Day 2 – 9:30 – 12:30

CONTACT:

PHONE:

01892 726060

WEBSITE:

www.ForrestTA.co.uk

EMAIL:

hello@forrestta.co.uk

COURSE OVERVIEW

The concept of performance management has been one of the most important and positive developments in 'managing people' over recent decades

This course is about how we manage people and their performance in order to build an organisation that people want to belong to and deliver quality customer service.

DAY 1

PLAN

- Introductions
- Look at the Performance Management Cycle
- Plan performance improvements using SMART objectives

DEVELOP

- Re-cap on session 1
- Identify and address performance improvements and personal development
- Look at development opportunities

DAY 2

DEVELOP CONTINUED

- Using coaching as a development tool
- GROW model

EVALUATE

- Re-cap on session 2
- Clarify and address underperformance
- Look at benefits of feedback
- Introduce PEG feedback model