

LEADERSHIP AND MANAGEMENT SKILLS

Managing Performance and Behaviour through Feedback

OBJECTIVES

Providing effective performance feedback is a critical human resource management strategy to enable organisations to retain and positively impact on talent. This workshop will enable participants to develop their leadership skills by impacting positively on employees for successful performance by providing feedback that enables them to grow and develop whilst reaching their goals and objectives.

WORKSHOP CONTENT

- Setting Performance Standards and Behavioural Expectations
- Goal Setting (S.M.A.R.T.)
- Monitoring Performance and Behaviour
- Feedback vs Criticism
- Developmental Feedback
- Constructive Feedback

TARGET AUDIENCE

Managers, team leaders and supervisors

DURATION

Full day (8 hours)