

Driving Performance

- How to raise performance in your team and your business -



Quaestus Training Club

This course is one of a suite of 1 and 2-day workshops offered by Quaestus Training Club.

Join Training Club and become part of a local community of leading organisations, where you know the trainers, get involved in the design of high quality workshops and immerse your employees in a stimulating training environment.

For more details visit our website www.quaestus.co.uk or call Linda Wilkinson on 01752 300192 now.

Successful completion of this 1-day workshop will give you 6 hours of CPD points accredited by the Solicitors Regulation Authority.

Overall Objective(s)

To encourage delegates to regard performance management as an essential part of their everyday leadership of their team, and equip them with the skills and confidence to raise the performance bar in their part of the business.

Who Should Attend?

Anyone who has responsibility for managing the performance of others.

Learning Outcomes

At the end of the workshops delegates will be able to:

- Give timely and constructive feedback which encourages high levels of performance
- Write SMART objectives that are aligned to business imperatives and enable them to give a fair and holistic evaluation of the progress made
- Regularly monitor performance, building competence and confidence in the process
- Take early corrective action to address dips in performance
- Identify the root cause of poor performance rather than deal with the symptoms
- Structure and conduct an honest, if tough, conversation that results in improved performance
- Link personal development to performance standards and identify learning objectives.

Course Dates

16 November 2010 – Marsh Farm Hotel, Wootton Bassett, Swindon

Timings

0900 – 1630 with mid morning and mid afternoon breaks and an hour for lunch.

How to Book

Either on-line at www.quaestus.co.uk or Telephone: Linda Wilkinson on 01752 300192 or Diane Whelan on 01454 203370.

Course Content

Course content will include:

- Understanding business priorities and business goals
- Identifying and setting SMART objectives
- Tools and techniques for giving constructive feedback
- Effective monitoring and evaluation techniques
- Probing questioning and active listening skills
- Analysing the root cause of poor performance and how leadership behaviours affect this
- Raising the issue of underperformance and gaining commitment to behavioural change
- Motivating and supporting people to develop within their role.

Course Design and Methodology

The day will be a combination of:

- Lecturer input
- Syndicate work, including some role play
- Small group and one-to-one working
- Personal exploration
- Exercises and relevant activities
- Peer feedback

Pre-Work

This will include:

- A pre-course discussion with the delegate's line manager
- Identifying personal learning goals
- A short questionnaire

Members of Quaestus Training Club will use their membership entitlement accordingly.

For Non Members, the Pay As You Go cost for individual 1-day workshops is £250 (+ VAT).

(Cost includes refreshments, lunch and delegate materials).

The Trainer – Diane Whelan

Diane has a wealth of experience gained from roles both in management and training and development across a broad range of industries.

A graduate of the Universities of Hertfordshire, Thames Valley and Lancaster, Diane gained postgraduate qualifications in business and training management, and a Masters Degree in Management Learning. She is also a licensed practitioner of Myers Briggs and Belbin Interplace.

Diane is astutely business focused and has an ability to seek creative and flexible solutions to organisational and individual learning needs alike. She believes that delegates need to be involved, challenged but also have fun for training and development to be effective and is passionate about ensuring the transfer of learning to the workplace.

Diane lives in Wiltshire with her husband and two young daughters.

Other courses offered by Quaestus Training Club:

2-day events

Effectiveness at Work
Influencing & Negotiating Skills
Interviewing Skills
Leadership Skills
Presentation Skills
Problem Solving & Decision Making
Project Management
Report Writing Skills

1-day events

Assertiveness Skills
Time Management Skills
Managing Positive Meetings
Finance for the Non Financial Manager
and look out for our other 'Specials'....

Quaestus Consulting
TRAINING CLUB