



Focus on Performance

Course Overview

Aspiring new and established managers will benefit from this course which focuses on driving consistently high business performance. Delegates will gain the tools and confidence to manage themselves and their team – know when to help and when to step back. Plus understand how to set performance standards and what to do if a team member is underperforming.

This course is part of the CMI Level 3 Fast Track Leadership Programme.

This is a full day training course delivered in-person or over 2-four hour sessions using Zoom Video conferencing.

AGENDA HIGHLIGHTS:

- Understand the reasons for assessing knowledge, skills, and behaviours
- Explore the methods used to set objectives for individuals
- Learn how to assess an individual's capability to achieve objectives
- Outline the process for involving individuals in agreeing clear objectives
- Identify a range of support methods to enable individuals to perform well
- Develop approaches for motivating individuals
- Outline approaches to measuring outcomes against objectives
- Understand how to manage underperformance

TARGET AUDIENCE:

- Recruiters planning to take up their first supervisory, team leader, management, or mentoring role
- Managers and leaders with no previous formal management training
- New managers who would like some time to reflect on their role and refresh their performance management techniques
- Non recruiters for example team leaders, back and front office managers, department managers

TRAINERS:

Charlotte Clark, Tracy Whiting-Iqbal and Rachel Ellsmore

LEARNING OUTCOMES:

- Understand an individual's work role and responsibilities
- Know how to set objectives
- Know how to support individuals to perform well
- Know how to assess outcomes against the objectives
- Know how to manage the underperformance of individuals

TRAINERS:

Charlotte Clark, Tracy Iqbal, & Rachel Ellsmore

INVESTMENT:

OPEN COURSE – Cost per head:

Virtual	£450.00 plus VAT
Face to face	£520.00 plus VAT

IN COMPANY COURSE –

prices are based on 8 delegates plus Trainer expenses

Virtual	£2,260.00 plus VAT
Face to Face	£2,940.00 plus VAT

For further information on the above programme or to discuss your talent development needs, please call **020 3117 0914** or email talentdevelopment@apSCO.org

Courses are available to APSCO members and non-members alike. For non-member prices please contact APSCO Talent Development.

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