



# Managing People and Performance

## Course Overview

Do you get a headache every time you think about managing people and their performance? Are you dreading the thought of having to deal with people who don't perform as well as they should? Getting the message across about what you expect people to do, and how well you need them to do it, is just one of the essential requirements for managing people and their performance. Gathering evidence, measuring what is being achieved and giving feedback are also important management skills. And what happens when performance isn't all that it should be? How do you deal with that constructively? It's not always easy but this workshop will show you how!

## Who should attend?

Using the right approach for different situations, this course is for new and experienced managers who want to make the most of the valuable and costly resource available to them (people!). It focuses on:

## Key topics

- Making the link between people, performance and business objectives

- Understanding the knowledge, skills and behaviour (KSBS) that employees need
- Communicating job and performance expectations
- Gathering evidence of performance and giving constructive feedback about performance
- Dealing with poor performance
- Motivation and delegation
- Learning review and setting goals for further development

## Who should attend?

Reduce your stress and get your team working to a peak level through easy to implement actions

## Your trainer

Helen Smith MBA, BSc, CertEd, F ILM, F CMI, Mem EMCC

Helen has been passionate about team success since she took an ailing team (ranked 49/50) of 23 staff to the dizzy heights of UK number one sales team within twelve months. The combination of enabling, realistic milestones and identifying self-drivers facilitated continuous personal, team and organisational improvement. Helen has taken this experience to many other organisations to help them achieve their best.

For information, advice or to discuss your needs in more detail please contact Kim Dimmick on **01978 293 135** or email [k.dimmick@glyndwr.ac.uk](mailto:k.dimmick@glyndwr.ac.uk)

PRIFYSGOL

**glyndwr**  
UNIVERSITY