



PERFORMANCE MANAGEMENT AWARENESS

AIM AND APPROACH:

This is a joint session for staff and managers ideally from the same Unit or Department. The session outlines the Performance Management process that has been developed for the Board. The objective is to raise awareness to ensure that staff has a full understanding of the activities they are about to embark upon and to encourage them to look at their Service Plan to identify improvement objectives that are best managed by teams.

PROGRAMME OBJECTIVES:

- To identify with the context for Performance Management in the North Eastern Health Board
- Investigate Team-Based Performance Management opportunities within Service Plan
- Investigate the opportunity for teams to manage the improvements

AUDIENCE:

All staff, as suggested it is best delivered to a Unit or Multidisciplinary Team together

DURATION:

1 Day

AGENDA:

- Introductions / Objectives / Agenda
- **Performance Management in Context**
This introduces participants to the concept of Team Based Performance Management, defining it and tracing the history of it from quality and fairness to the initial pilots sponsored by the HSEA to the plans for the future. Some attention is given to the administration of the process, the forms used and the purpose of the regular reviews.
- **Service Plan**
The concept of the Service Planning is clearly defined and participants are asked to review their own plan in light of the input. This review also helps the process of identifying potential projects in the Unit or cross functionally.
- **Why Teams?**
This input deals with the advantages and disadvantages of Teams and leads into some understanding of group process. Consideration is given to the selection of the right people based on the objectives to be pursued.
- **Role of the Leader and Team Members**
Some definition is given around the responsibilities of both Team Leader and Team members and how this will change in light of the Team maturing and the situations it is confronted with.



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PERFORMANCE MANAGEMENT AWARENESS cont'd

AGENDA cont'd:

- **The need for Change**

Organisational change is reviewed in terms of overall strategy and how and why we resist change. Participants are introduced to a change management model for organisations.

- **Next Steps**

Participants are asked to think about moving the process forward through additional training, recruiting the right people and holding the initial meetings.

METHODS:

This is primarily information giving session, setting the scene for Team Based Performance Management. Participants will be gained through the review of the Service Plan and the identification of the objectives. The use of the Performance Improvement Toolkit will be emphasised throughout the workshop.

