



HOSCA

management consultants



## ***PERFORMANCE MANAGEMENT CORE SKILLS FOR STAFF***

### **AIM AND APPROACH:**

The purpose of this workshop is to reinforce the joint, Awareness Session, by emphasising the role that staff has to take when they move into a Team that has to undertake Improvement Objectives.

### **PROGRAMME OBJECTIVES:**

- Identify with the context for Performance Management and where it sits in relation to Performance Developing Planning
- Determine what makes the Ideal Team Player and the role to be played as the group matures
- Set SMARTER objectives and realistic measurements
- Give and receive feedback in a constructive manner

### **AUDIENCE:**

Staff who will be participating in Performance Management activities

### **DURATION:**

1 Day

### **AGENDA:**

- **Introductions / Objectives / Agenda**
- **Performance Management Context**  
This introductory input reinforces the messages sent at the Awareness Session and emphasises the use of Performance Management as a tool for reform of the Service.
- **Performance Management and Personal Development Planning (PDP)**  
Performance Management is positioned beside PDP as the vehicle for Team improvement and PDP as the vehicle for individual improvement
- **Setting Objectives and Measurements**  
The rules in relation to setting SMART objectives are revisited referencing the Force Field Analysis application with real examples of objectives and the use of measurement is introduced from both a process management and data gathering perspective. The Balanced Score Methodology is also introduced to give an indication of best practice and as an approach for
- **Giving and receiving feedback**  
The techniques are defined and supported by video and short role-plays. The importance of constructive feedback is emphasised and set in the formal context of the Performance Management reviews and in the need for on-going informal feedback.



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## ***PERFORMANCE MANAGEMENT CORE SKILLS FOR STAFF cont'd***

### **AGENDA cont'd:**

#### **• Next Steps**

Participants are given some guidance in relation to next steps, selecting a team, setting up first meetings, defining processes, examining available data and leading the activity.

### **METHODS:**

This is a practical skills based workshop that uses short inputs to cover the key aspects of Performance Management and Improvement activities. Diagnostics, videos and role-plays are used to reinforce and practice the skills required. The use of the Performance Improvement Toolkit will be emphasised throughout the event.

