

# PEOPLE AND PERFORMANCE MANAGER

## Introduction

**Managing people and performance is the key challenge for most managers. This programme provides the mix of skills needed to support and build a team, whilst delivering organisational goals.**

**Who will benefit:** Middle to senior management

**Duration:** Two-day classroom

**No. of delegates:** Up to 15 delegates

## Optional value-add services

- Pre-programme interviews with each delegate to fully understand their needs and current management challenges
- Phone coaching for each delegate after the workshop to encourage the delegates to practise skills and discuss problem areas
- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value
- Half-day team review workshop

*"To remain the winner in today's market we know we need our customer service to go from good to great and 3C are excellent partners to help us achieve that."*

Karen Tucker,  
Customer Services Manager, AssetCo



DELIVERY

## Programme content

### Your role as a manager

- The role of the manager
- S.M.A.R.T objectives
- Planning & organising
- Key result areas
- Assertiveness
- Delegation

### Effective communications

- Your management style
- The bigger picture
- Meetings management
- Motivation
- Influence

### Managing performance

- Giving positive feedback
- Giving formative feedback
- The elements of management effectiveness
- Performance management

### Project

Delegates will work on a specific project to:

- apply skills in practice
- deliver measurable results to the organisation
- raise the visibility of delegate skills with senior managers

## Benefits

Delegates will:

- be clear about their managerial role and its responsibilities
- have gained key management communication and process skills
- be able to motivate their team
- know how and when to address performance issues for maximum impact
- know the elements of effective appraisals
- have compiled a list of S.M.A.R.T objectives

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