

“When people go to work, they shouldn't have to leave their hearts at home”

Betty Bender



➤ Benefits

ENHANCE the capacity of people and organisations

INCREASE work outputs and outcomes by effectively targeting and supporting efforts

ESTABLISH a performance management culture that will be seen by staff as valuable and fair

REMOVE the stigma associated with traditional performance management approaches and systems

IDENTIFY and create opportunities for staff to feel empowered in their development

ENGAGE and enable staff to actively pursue their work goals and careers

PROMOTE a workplace culture that is motivated to achieve professional and organisational outcomes

MASTER skills in holding respectful dialogue with staff regarding all aspects of their performance and development

CREATE realistic challenges that align staff with skills and opportunities to improve

GUIDE staff so the full effect of their efforts and capability can be realised

PROMOTE a workplace environment where staff feel safe, supported and engaged

MANAGING FOR PERFORMANCE

Engaging Employees
Through Effective Dialogue

➤ Program Background

Performance management is historically viewed as something that is “done to” employees, attaining little perceived value or relevance from an employee's perspective. The process is often reluctantly undertaken as ‘the dreaded task’, which is overly complex and bureaucratic in nature. The stigma around scrutinizing creates the perception of ‘hollow discussions’ and raises anxiety. It can inhibit worthy ambitions and negate the fundamental goals of performance and improvement.

Dialogue is the critical conduit by which both evaluative appraisal and future planning can become an effective, productive and continuous process. Thereby removing the perception of an antiquated and limited annual event to one that seeks to stimulate, motivate and enable capabilities. As well as harness the true potential of individuals, teams and their organisations.

➤ Who should attend?

Managers, supervisors and team leaders who are looking to facilitate an effective, engaging and positive performance management system and continually improve their skills in raising and discussing matters relating to performance and development with their staff. Enabling dialogue to be more productive and valued.



Program Overview

This program provides the essentials for managers to ensure their approach to performance management, and the dialogue (that is so critical to its success), can engage employees and lead to real workplace improvements.

It provides a framework in which performance and development truly become the focal point.

It raises awareness of the two key factors impacting performance; engaging an employee's motivation and enabling their capability. Ensuring both the organisation and the people within can achieve their real potential. The four quadrants of employee performance help leaders and managers identify where their efforts can achieve the best results.



The program develops skills to enable the right mindset for respectful dialogue. Learners develop strategies to reduce unconscious bias and any emotional flaring that can otherwise inhibit open discussion.

Learners identify the essentials for a comfortable setting in which to hold discussions. A model for dialogue is introduced, providing a valuable template for an approach that is both relationship and outcome oriented. The program provides key actions, language and behaviours that support constructive feedback and enable open, respectful and meaningful performance discussions. This is even the case when problem behaviours surface and need to be canvassed.

“A lot of people have gone further than they thought they could, because someone else thought they could”

By the end of this program, learners will possess the tools that enable them to confidently, competently and calmly engage others in performance dialogue, and build an effective and valued system for stimulating, guiding and supporting staff.

Topics Covered

- ✓ The purpose and construct of an effective Performance Development Framework
- ✓ Linking performance to individual and operational strategic goals and plans
- ✓ Key factors correlating to improved performance
- ✓ Applying a Performance Development Framework
- ✓ The “Four Quadrants” of employee performance
- ✓ Underlying principles of successful dialogue
- ✓ Minimising the effects that emotions and unconscious bias can have on judgement.
- ✓ Applying Socratic methods for more productive thinking and problem solving
- ✓ Preparing a comfortable and productive setting
- ✓ Taking a relationship oriented approach
- ✓ A process for performance based discussions including facilitating feedback
- ✓ Framing language in an appealing and influencing way
- ✓ Employing assertiveness skills to safely and effectively manage problem behaviours

“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute”

Simon Sinek

Duration and Delivery

Programs can be facilitated over either 1 or 2 day durations, subject to learning needs and outcomes. They are delivered in-house to workgroups, with recommended maximum numbers of 10 – 12 persons per session.

Programs are facilitated with interactive discussion, reflective thinking, problem solving and subject to duration, can incorporate skills practice. Support materials include comprehensive session notes, proprietary tools, resource support guides and planning documents providing both guidance and direction for ongoing professional development in the areas of performance management and dialogue.

