

Understanding Performance Management

Our Understanding Performance Management course, developed by Skills for Care, is delivered via Zoom or Face to Face depending on your preference. Explore the performance management cycle, identifying high and low performers, and learn strategies to motivate and enhance their performance as well as gain confidence in managing difficult situations with the ACAS Code of Practice.

Our experienced trainers will teach participants valuable techniques for handling challenging conversations and managing anxiety. We prioritise learner support, with real people you can talk to. Suitable for registered managers and other adult social care managers.

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Learning Outcomes

- Understand the performance management cycle including processes for managing different types of performance
- Understand disciplinary and grievance procedures
- Identify causes of poor performance and how to minimise them
- Utilise strategies to improve performance
- Manage and retain high performing staff
- Give feedback to staff and manage difficult conversations
- Create a culture that encourages confidence, responsibility and accountability
- Increase effectiveness through role modelling, coaching and mentoring

Course Content

- **Module 1:** Performance management
- **Module 2:** Five key ways of retaining staff
- **Module 3:** Employment Law: acas
- **Module 4:** Characteristics of a positive workplace culture that supports accountability
- **Module 5:** Transformational leadership behaviours
- **Module 6:** Challenging conversations
- **Module 7:** Capability
- **Module 8:** Steps of learning
- **Module 9:** Behaviour at work
- **Module 10:** Setting SMART objectives