

Summary	<p>Performance management is an essential part of running a successful business. There needs to be structure but we are dealing with people and knowing how to make the workplace effective, honest and fun is a major task. Get this right and so many problems will be fixed.</p> <p>Learn how the right structure makes things easy. Give effective feedback to your staff based on clear expectations and how to handle difficult situations.</p>
Time	<p>Basic elements - 1 hour.</p> <p>Advanced - 3 hours.</p>
Content	
Basic	<p>The Five Rules of Management - get the basics right</p> <p>Basic Business Structures</p> <p>The Supervisor Relationship</p> <p>Job Descriptions and Design</p> <p>Performance Feedback</p> <p>Appraisals and Goal Setting</p> <p>When things go wrong</p>
Advanced	<p>As above in more detail and with the addition of:</p> <p>Motivation and rewards</p> <p>Staff feedback</p> <p>Writing the appraisal</p> <p>Ending the relationship</p>
Delivery	<p>On-site preferred with full team participation. Time to suit client. One week notice usually required to arrange a time.</p>
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