

# Performance Management

A one day programme designed to help managers understand and implement successfully the company's disciplinary process for performance management.

**Suitable for:**  
All managers

**Objectives:**

- Understand the benefits of performance management
- Gain confidence in using the disciplinary process
- Linking with HR to ensure a consistent approach
- Practice the key skills involved

**Programme:**

- Definition of performance management
- Benefits of performance management
- Using company procedures
- Role of HR
- Absence management
- Disciplinary jargon
- The discipline interview
- Typical situations
- Setting standards and objectives
- Delivering criticism effectively
- Role play scenarios
- Discussion and group work

**Duration:**  
One day