

Instil Webinar

Increasing

PERFORMANCE

Management Effectiveness

Date: Monday 11 Dec 2017

Time: 11:00am – 12:00pm

CPD: 1 hour



Instil
Engaging bright minds



Webinar – Increasing Performance Management Effectiveness

As a Leader and Manager of People, do you often feel that you are spending 80% of your time dealing with the 20% (or more) of your people who may be performing at a lower than required level? In many instances it can be a fear of conflict that lets performance issues continue without firm resolution, however as a Leader and People Manager you will continue to get the performance levels and behaviour that you tolerate.

"Executives owe it to their organisation and their fellow workers not to tolerate non performing individuals in important jobs" Peter Drucker

Every job in a Mutual organisation is important and while it is easy to say "Don't tolerate lower levels of performance", that is often easier said than done.

Often when the term Performance Management is used, people seem to immediately relate any associated activity to addressing poor performance. As Leaders and People Managers it is also important to remember the positive side of Performance Management, particularly in relation to how you encourage, support and develop those people who consistently perform well.

This webinar session will cover:

- The importance of Role Clarity and Alignment in terms of monitoring and managing performance.
- The value of balancing performance metrics from both a metric and behavioural perspective.
- Measuring team member *Skill* and *Will* levels, and identifying early triggers that may allow you to address potential performance issues when they arise.
- Helpful tips for having meaningful and effective Performance Discussions.
- Keeping your good performers productive and engaged.



Webinar – Increasing Performance Management Effectiveness

Who is this for?

This webinar targets Managers, Team Leaders, and Human Resource professionals – irrespective of their level in the organisation, or indeed anyone else interested in improving their understanding of effective performance management.

On registration, you will receive a confirmation email with instructions on how to join the webinar.

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Cost: \$110.00 incl. of GST per person. Please note that additional staff can register from the same institution for a cost of \$55.00 per person incl. GST.





Webinar – Increasing Performance Management Effectiveness

Our presenter – Scott Dargan



Scott has had over 25 years experience in the corporate world, primarily in banking and finance.

He has also been operating as a management consultant, speaker and facilitator in the corporate, government and community environments for the last seven years.

Scott has practical experience in Strategy Development, Frontline Sales and Service, Sales and Service Management, Operational and Risk Management, Change Management, Contact Centre Management, and Recruitment and Cultural change.

Scott is also MBA qualified in the fields of People, Organisational and Change Management.

In addition Scott brings significant facilitation experience in a dedicated Cultural Transformation environment with a proven track record in developing high performance environments through increasing the use of emotional intelligence to increase staff engagement, individual and team effectiveness, and overall productivity.