

The performance conversations

Learn the three crucial conversations which will help you create performance improvement, deal effectively with unacceptable behaviour while maintaining trust and respect

Recommended for

Managers, team leaders, project managers, supervisors, or anyone who needs to achieve organisational outcomes through, or with, others.

Purpose of the program

Participants will have the confidence and skills to identify performance or behavioural problems and conduct a performance discussion leading to agreements and improvements aligned to your organisation's vision, mission, values and goals.

Program content

- The leadership discussion – engage and create performance improvement
- Identifying poor or unacceptable performance
- Perception and the 5 key questions
- The “heads up” conversation
- The “poor performance” conversation
- Gaining agreement as to consequences and accountability
- Ensuring outcomes
- Conducting the process while maintaining and enhancing trust and respect

Learning outcomes

By the end of this program participants will have further developed:

- The knowledge, skills and attitudes to lead in identifying and dealing with unacceptable behaviour and poor performance
- Skills to clarify whether behaviour is unacceptable or a performance problem exists and whether they need to intervene
- Options for intervening
- Skills to conduct three crucial conversations: the leadership discussion and the “heads up” and poor performance conversations
- Linking this process to effective leadership behaviour and discussions

Master the skills

This is a highly interactive and practical program. In the workshop, participants will practice the leadership discussion, then conduct poor performance conversations leading to agreements using workplace scenarios.

Discover it, learn it, practise it, make it your own
then do it for real!

Create your innovative workplace:

- Two-hour creativity taster for your team
- Half day and full day creativity and innovation workshops for workplaces
- Innovation leadership development
- Key note presentations and breakout workshops
- Innovation consulting – create an innovation culture in your organisation

Results through **INNOVATION**