



INTRODUCE workshop by explaining:

- The bite sized workshop gives a good understanding about the nature of performance management, identifying issues and solutions that contribute to higher performance from the team

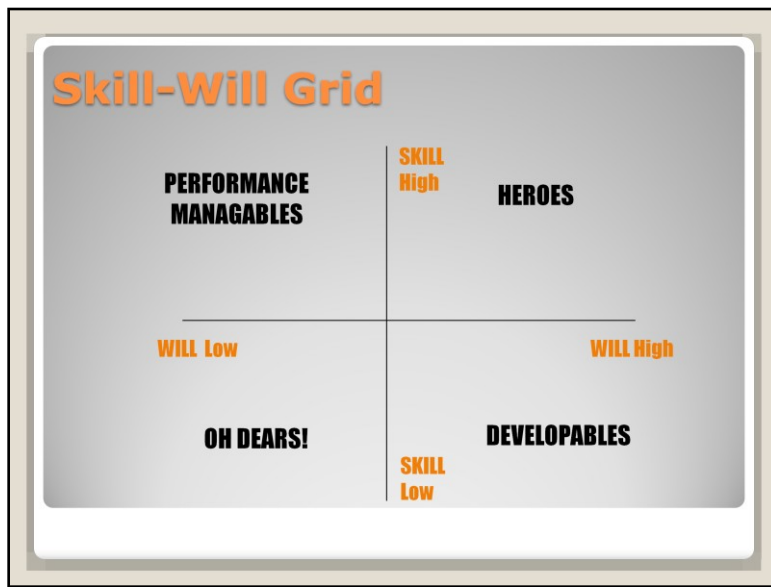
ISSUE handout and encourage delegates to make their own notes throughout the session.

ENCOURAGE delegates to ask questions and provide examples of performance management situations where appropriate.

ENCOURAGE thoughts amongst the delegates about action planning throughout this bite sized session. **MENTION** the Start - Stop - Continue method of capturing action planning (see page 8 in delegate handout: Personal Pledges Form):

What have they learnt that they need to:

- **Start** doing?
- **Stop** doing?
- **Continue** doing, but more often?



SUMMARISE by **REVIEWING** above slide.

DISCUSS the reasons for under-performance by referring to page 6 in handout.

Summary



- You are the guardians of Skill and Will
- Performance management is about answering 3 key questions:
 - Do they know **what** to do?
 - Do they know **how** to do it?
 - Do they **want** to do it?

SUMMARY

REVIEW above slide to clarify understanding of the main messages from the session.

ACTION PLANNING

ASK delegates to think about what is it that they will change about their behaviour as a result of today. **REVISIT** the learning points of the session and **ASK** for ideas about how delegates might adjust the way they performance manage staff.

REFER to the Personal Pledges form on page 8 in handout pack. **ASK** delegates to pledge up to 4 changes. **REMINDE** delegates to be specific in what they mean, with time scales attached

REVIEW by **ASKING** delegates to tell us **ONE** personal pledge from their action plan.

ENCOURAGE delegates to discuss the plan with their own managers in their departments.

ASK for any further questions.

THANK delegates for attending.