

rogenSi Management Series

Managing Performance Conversations.



Outcomes.

- Techniques to gain greater transparency during difficult conversations.
- An ability to have clear and constructive conversations.

Duration.

1 day for 10-12 participants.

Who should attend.

A manager who has recently been promoted to a managerial role or a manager who has been in a managerial role for some time without significant formal management development training.

How to register.

To make a booking simply go to www.rogenSi.com and click on the Business Learning Centre tab, then choose your program and location.

For more information.

Call: 1800 797 447
Email: blc.australia@rogenSi.com
www.rogenSi.com

Overview.

Managing Performance Conversations.

This program will provide you with insight and techniques to carry out some of the more difficult conversations you will have as a manager – performance reviews, appraisals and behavioural conversations. You will develop a positive approach to these conversations that will result in increased clarity, direction and results.

Challenges addressed in this Program.

- Managing your approach to performance conversations
- Having conversations that lead to the desired results
- Developing trust

Key components of this Program.

- Mindset and resourceful states
- Courage/Consideration model to help determine the nature of the intervention
- Positive Feedback – How to give it and its impact
- Listening – exercises to understand and practice empathetic listening
- Exercises to demonstrate the distinction between hearing and listening
- Questioning - the importance of acknowledging and clarifying
- Impact of environment
- Trust – its role in the process and how to begin to build it
- Application Exercises