

dcm

Performance Management & Improvement Course Brochure

Flexible Delivery: Tailored for Your Team – Onsite • Online • Blended



Training accredited by:



Course Overview

Effective performance management is essential for driving individual growth and achieving organisational success. It's about more than annual reviews — it's an ongoing process of setting expectations, monitoring progress, and supporting employees to reach their full potential.

This highly practical one-day course provides managers and team leaders with the tools and strategies to manage performance fairly, confidently, and consistently. Participants will learn how to set clear goals, give constructive feedback, address underperformance, and create a culture of continuous improvement.

Learning Outcomes

By the end of the training, participants will be able to:

- Set clear, measurable performance objectives aligned with organisational goals
- Recognise and reinforce high performance to build motivation
- Provide timely, constructive feedback that drives improvement
- Identify and address underperformance confidently and fairly
- Conduct performance conversations that encourage openness and accountability
- Apply coaching techniques to support employee growth and development

Course Outline

Key Topics Covered

1. Role of Performance Management
2. Setting Expectations & SMART Goals
3. Monitoring & Measuring Performance
4. Effective Feedback for Improvement
5. Handling Underperformance & Difficult Talks
6. Coaching for Growth
7. Building a Culture of Accountability

Delivery Options

- **Half-Day or Full-Day Onsite Workshop** – interactive, discussion-focused sessions delivered in person.
- **Half-Day or Full-Day Remote Workshop** – engaging, live online sessions with plenty of collaboration.
- **Multi-Day or Blended Programme** – an in-depth development journey designed for leadership or HR teams.
- **Custom Webinar** – ideal for organisations looking to train 15+ participants at the same time.

How We Work

Our Process — Simple, Fast, Effective

Training shouldn't be complicated. Our process is designed to be quick, clear, and impactful.

1**Discovery Call & Needs Analysis**

We listen to your goals and challenges.

2**Proposal & Tailoring**

You'll receive a clear, customised outline within 1–2 working days.

3**Delivery & Engagement**

Interactive, practical training designed to create lasting impact.

4**Impact & Next Steps**

Certification, follow-up coaching, or eLearning — whatever your team needs next.

Request a Custom Quote

A simple proposal and outline sent between 1–2 working day.

Group Sizes & Flexibility

Our onsite delivery is designed for maximum engagement and convenience:

- **Flexible Group Sizes** – From 5 participants upwards. Recommended maximum of 15 for rich discussion.
- **Larger Teams** – For groups over 15, we split into smaller sessions or deliver a customised webinar for bigger audiences.
- **Tailored to Your Team** – Case studies and scenarios adapted to reflect your policies, culture, and challenges.
- **Nationwide Delivery** – Our expert facilitators travel to your workplace, saving you time and reducing costs.
- **Hands-On Learning** – Breakout discussions, role plays, and practical exercises specific to your environment.



Certification & Accreditation

At DCM, every course is backed by quality you can trust.

- **ICOES Certified** – All of our programmes are certified by the International Council for Online Educational Standards. Every participant receives an official DCM/ICOES Certificate of Completion.
- **Additional Accreditations** – Many of our courses are also accredited by QQI, CPD, PSM, or PSPO. These additional certifications are programme-specific and will be outlined in your custom proposal.



Why Choose DCM

Trusted by Ireland's Leading Organisations

At DCM Learning, we don't deliver generic, off-the-shelf programmes. We partner with your organisation to design training that aligns with your people, your culture, and your goals.

Here's why organisations choose us:



Expert Trainers

Over 45 highly skilled facilitators with deep industry experience.



Quality Assured

All programmes are ICOES certified, with many also accredited by QQI, CPD, PSM, or PSPO. Trusted by global brands.



Proven Track Record

Delivered to organisations such as Google, Intel, Central Bank of Ireland, ESB, Abbott, and more.



Flexible Delivery

Onsite, virtual, or blended to suit your needs.

You're in Good Company

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.

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MEDIA

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PORTWEST



BROWN
THOMAS

FARRANS

KOSTAL

CITYJET



"I have truly enjoyed the course. The session was interactive and never boring, the material cover was approached in a lively and practical way with clear example and language."

Irish Human Rights and Equality Commission

Our Team of Experts

At DCM Learning, we take pride in our team of over 45 highly skilled trainers. These trainers are not only experts in their respective fields but also passionate about creating transformative learning experiences.





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Get in Contact

We're just a call away.



01 524 1338



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Book a Call

A simple proposal and outline
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