

Performance Management Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Managers and Team Leaders have a significant effect on the sustainability of improvements made in the workplace. This Performance Management course has been designed to give you the skills you need to help your team work more effectively.

Our practical, one-day **Performance Management** course examines the key aspects of performance management and provides practical guidance on **how to take a holistic approach to improving the performance of staff.**

Course topics include the **dynamics of teams**, factors involved in building a strong team, **managing different personality styles** within a team, communicating effectively and **how to support individual team members.**

During the course you will **discover your individual leadership style** and identify key areas to work on to develop your abilities.

All of our courses place a **strong emphasis on employee engagement.** At the end of the course each learner will have a better awareness of themselves, their work environment and their team. They will have **identified their management style and key areas to work on** to become a more effective manager.

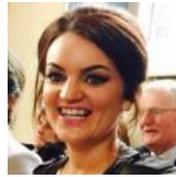
"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose This Course

DCM Learning's Performance Management course has been designed to give you the skills you need to help your team work more effectively. This course examines the key aspects of performance management and provides practical guidance on how to take a holistic approach to improving the performance of staff.

Specific reasons to choose this course:



Experienced: We have trained over 213 individuals successfully in Performance Management over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered the Performance Management programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





Performance Management Course

COURSE OVERVIEW

This practical, one-day course examines the key aspects of performance management and provides practical guidance on how to take a holistic approach to improving the performance of staff.

Course topics include the dynamics of teams, factors involved in building a strong team, managing different personality styles within a team, communicating effectively and how to support individual team members.

We can also set actionable exercises for learners following each session to allow them to put the skills they have learned into practice back on the job.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand their role as a motivator and reviewer
- Have gained valuable ideas on how to improve the performance of their team
- Have the skills needed to monitor and evaluate performance on an on-going basis
- Understand the critical role communication skills will play in building and maintaining a team atmosphere
- Have a clear strategy for handling under-performers
- Have a personal action plan to apply learning back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: INTRODUCTION TO PERFORMANCE MANAGEMENT

- Purpose and benefits of performance management and reviews
- Linking team performance to company objectives
- Barriers to effective reviews
- Role and responsibilities of an effective reviewer

TOPIC 2: MANAGING FOR PERFORMANCE

- Self - assessment of your own leadership style
- Link between motivation and performance
- Coaching for performance - enhancing your skills
- Monitoring and evaluating performance
- Praising and celebrating good performance
- What to do when the performance plan doesn't work

TOPIC 3: IMPROVING TEAM DYNAMICS

- Examining the key building blocks of high-performance teams
- Defining roles and responsibilities - creating a team charter
- Communication - encouraging an open and inclusive team culture
- Common team problems - dealing with difficult situations quickly
- Establishing and building trust within the team



Course Content

TOPIC 4: MANAGING UNDER PERFORMERS

- What constitutes poor performance - lack of ability versus low motivation
- Enhancing ability
- Improving motivation
- Handling difficult people fairly and assertively
- Disciplinary and grievance procedures



Andrew Woods

Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

"Just a little note to thank you Andrew for your support with organising and running the training here in Sidetrade. I really enjoyed the session and the feedback I've received is amazing."

Niamh Noonan, HR Partner, Sidetrade





Andrew Gibson

Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"

Alan Grogan, Programme Manager, Arthur Cox

The logo for Arthur Cox, featuring the name "ARTHUR COX" in a white, serif, all-caps font on a black rectangular background.



Inhouse Training, One Size Doesn't Fit All.

Does your team need Performance Management training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

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.





**Set your career on the
right course**

DUBLIN

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Centre

CORK

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