

A woman with short blonde hair, wearing a light pink button-down shirt, is smiling and looking towards the camera. She has her hand resting under her chin. In the background, two other people are visible but out of focus: a man in a white shirt and a woman in a grey top.

NEW FOR
2015

MANAGING PERFORMANCE REVIEWS

Conducting performance review and development meetings

1 day interactive workshop

COURSE OVERVIEW

Introduction

Managing performance in relation to service provision and people management is a core management skill. This workshop is designed to give participants a comprehensive overview of this core management skill using a practical and learning centred approach. It aims to contribute to the further development of the fundamental knowledge, skills and abilities required to introduce and implement a performance management system focusing on developing the capacity and capability of staff.

Learning outcomes

At the end of the workshop participants will be able to:

- Engage with staff to encourage and reinforce a culture of performance management and continuous personal development
- Explain the concept of performance management to staff
- Understand the components of a performance management system
- Conduct a performance planning and personal development meeting
- Agree and set performance and personal development objectives
- Seek and give constructive feedback
- Manage underperformance
- Plan appropriate Continuing Professional Development (CDP) activities with staff in line with service needs

Target audience

'Managing Performance Reviews' is aimed at managers who are responsible for managing people and their performance at work. This can include team leaders, supervisors and line managers who want to develop their management skills further to enable them to get the best out of their people in relation to their performance and their continuous professional development.



COURSE CONTENT

Introducing the concept of performance management

- National context
- Local perspective
- Reinforcing organisational values
- Engaging with staff
- Motivation
- Managing change

Performance review systems

- A typical performance review cycle
- Manager and individual preparation
- Initial meeting
- Review meeting
- Evaluation meeting
- Personal development

Personal skills

- Communication skills
- Barriers to communication
- Listening
- Giving constructive feedback
- Recognising progress
- Rewarding performance
- Setting goals and targets
- Dealing with a range of behaviours

Managing poor performance

- Improvement and development planning process
- Setting the tone
- Gathering evidence
- Considering explanations
- Planning the way forward
- Links to other HR processes

Methodology

This interactive workshop will use a range of adult education methodologies including case studies, group activities, role-plays and facilitated discussions. Participants will learn by doing. We offer a safe learning environment for practical application of skills and techniques.

Course options

- In-house course
- Open course (contact the HMI to find out more)

Delivery

- 1 day interactive workshop

Certificate

- Award: HMI Certificate of Completion
- CPD: 6.5 CPD points

About the provider

SHRC Limited design and deliver training courses and programmes for organisations across the public and private sectors. Since 2003, SHRC Limited has collaborated with the Health Management Institute of Ireland (HMI) on the development and delivery of training courses and programmes within the health sector. If you have any queries, please contact SHRC Limited at 01 2974070 or email info@shrc.ie.



To find out more about

Managing Performance Reviews

please do one of the following:



Visit our website www.hmi.ie



Email us at info@hmi.ie



Call us at 01 2974070



facebook.com/hmiireland



twitter.com/hmiireland

Terms & Conditions

Fee is payable in advance. Refunds are not available where cancellations are received less than 5 working days before the course commences. Participants who have booked and paid and are unable to undertake a particular course can change to an alternative date. Participants will be charged in full where there is non-attendance on any programme. SHRC Limited reserves the right to reschedule courses. Special offers cannot be combined.

PARTICIPANT FEEDBACK

As a provider of high quality training experiences, the HMI are eager to know how our participants feel about our courses. We are committed to continuously improving and ensuring the delivery of quality management training to managers/supervisors/team leaders working in a health service environment.

The following statistics were composed from the feedback from participants who attended our management development courses.

LEARNING OBJECTIVES



93% of our participants rated the achievement of the learning objectives as very good or excellent.

*"Very practical and interactive
...good opportunity to update knowledge and skills"*

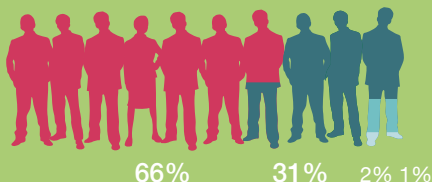
QUALITY OF TRAINING METHODS



93% of our participants rated the mix of training methods as very good or excellent.

"Speaker was excellent and easy on the ear. Very helpful on Q&A"

STANDARD OF TRAINER



97% of our participants rated the standard of the trainer as very good or excellent.

Legend: ■ excellent ■ very good ■ good ■ average ■ poor

Why choose us for your training and education?

- We understand the complexity of healthcare.
- We recognise the challenges that healthcare managers experience.
- We meet these challenges with training, education & ongoing network opportunities.
- We guarantee experienced facilitators.
- We provide best-in-class service.

HMI
Health Management Institute of Ireland

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Call us at 01 2974070



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Visit our website www.hmi.ie

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