

## Performing Team, Performing Business

Managers already have a lot of work to do. Part of their role will inevitably be to allocate, manage and assess work to their team. What are the implications if this is undertaken ineffectively or inconsistently?

Have you considered the far-reaching impact a demotivated person in your organisation can have? Colleagues, managers, customers and reputation can all be affected.

### What do Learnmore do?

Learnmore is a firm believer that one size rarely fits all, and everything is tailored to fit your needs, culture and values.

We will work with you to understand your business and the way in which you wish to motivate and reward employees. We will then outline a number of options to consider in order to introduce and establish an effective Performance Management cycle.

We can also work with you on the associated Change Management processes and communications, and support you through the first review period using whatever tool you select.

### Where do we start?

We would meet with senior management to determine the culture and values of your organisation and the span of control ratio. Then, we would identify a number of alternatives, potentially subtle, that align with your business.

Once all of the above has been determined, we would develop and deliver sessions for the line managers and separate sessions for the direct reports. For maximum efficiency, these sessions usually take place at your offices.

### Key Elements of this service:

Understand the nature, culture and values of your organisation

Develop and present Performance Management cycle options

Work with the business to refine those options and select the most appropriate

Produce necessary workshops and courses for:

- Affected employees
- Line Managers
- Human Resources
- Unions, if appropriate

Co-develop implementation strategy and communication messages

Deliver workshops at client site and/or develop "train-the-trainer" solutions

Support throughout initial review period

Incorporate feedback and adjust if necessary

## Key content of manager workshops:

- Understanding the need for an effective performance management cycle
- The role and contribution of their direct reports
- The role and contribution of Line Managers
- How objectives can provide energy, engagement and autonomy
- Provide, teach and coach a toolkit of Performance Management skills and techniques, including:

Active listening

Giving feedback

Aligning the needs of both the business and the employee

Building good plans

Agreeing ownership

Difficult conversations

