

Performance Management

A 2 day workshop

Workshop Overview

This public workshop provides the opportunity for supervisors and managers from a range of government departments to develop the knowledge and skills to effectively manage the work performance of their team members.

Topics which are included are:

- an overview of the principles on which all APS Performance Management schemes are built
- discussions as to the issues that typically confront managers and supervisors
- discussions around techniques that can be employed to ensure the Performance Management process is a positive experience for employees, managers, and the organisation
- discussions around the onus on supervisors and managers to provide a foundation that supports high performance
- managing poor performance, including giving and receiving feedback
- managing the learning and development of staff members.

Peter Reid – Consultant

Peter has been at the forefront of the design and implementation of people management and development systems in Australian Public Service and ACT Government organisations for over fifteen years. Peter has worked successfully with many public sector organisations. His work has been varied, and may be summarized as including:

Peter was a member of the four person Public Service Commission team established in the early 1990s to work with APS organisations on the design of the initial Performance Management Scheme for Senior Officers in the Australian Public Service. Since that time Peter has worked with a vast number of APS organisations to;

- assist with the design of, or improvements to, their Performance Management schemes
- assist APS organisations market and promote their Performance Management schemes
- provide workshops to all levels of staff on all aspects of Performance Management.

Peter has a deep understanding of the issues that confront managers and supervisors in their implementation of Performance Management. He has perspectives on

Performance Management which have been instrumental in inspiring team leaders to adopt creative 'win/win' ways to manage the performance of their teams.

Schedule Day 1	
9:00am	Welcome and introductions. Includes participant statements as to "this course will be successful for me if....."
9.45 am	An overview of the principles on which all APS Performance Management schemes are built – group discussion with facilitator input.
10.30 am	Morning Tea
10:50am	Group discussions as to the issues that most challenge course participants when managing individual and team performance.
11.45am	Group discussion, with facilitator input, around techniques that participants can employ to ensure that the Performance Management process is a positive experience for employees, managers, and their organisation.
12.45 pm	Lunch
1.30pm	Group discussions focusing on the onus on supervisors and managers to provide a foundation that supports high performance.
2.00 pm	"What actions must supervisors and managers take to provide a foundation that supports high performance?" Group discussion with facilitator input.
3.00pm	Afternoon Tea
3.20pm	Facilitator led development of the skills required to provide a foundation that supports high performance.
4.45pm	Summary of personal learning thus far.

Schedule Day 2

9:00am	Welcome. Includes discussion as to what each participant found particularly useful from Day One.
9.30am	Facilitator led development of skills required to provide a foundation that supports high performance, continued, with particular emphasis on coaching and communication skills, including giving and receiving feedback.
10:30 am	Morning Tea
11.00am	Small group exercises and peer coaching – practising the coaching and communication skills required to support high performance.
12.30pm	Lunch
1.15pm	Managing consistently poor performance. What do you do when all else fails?
2.30 pm	Afternoon Tea
3.00pm	Managing the learning and development of staff members.
4.00 pm	Summary, including participant statements as to the learning arising from the program that they believe will be of most help to them.
4.30 pm	Personal Action Plans and Finish

In House Training

Acorn can provide this workshop in-house to your team. Acorn and Peter will work in conjunction with APS organisations to tailor an 'in-house' Performance Management Workshop that advocates full compliance with all of the organisation's policies and processes for Performance Management.

This workshop provides managers and supervisors with insights into how to manage the performance of team members in ways that are truly beneficial for the individual, the team, and the organisation.

Please call John Gleeson on 6217 7000 to discuss your requirements.

Enrolment Form - Performance Management

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course date:
Time: 9.00 a.m. to 4.45 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation _____ Branch/Division _____
Address _____

Phone No _____ Fax No _____

Payment Details

Total price \$995 x _____ attendees = \$_____ \$895 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Address invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than 7 days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day may incur an administrative fee. We suggest you send a substitute if you can't come at the last minute.

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