DISCERN
Now You're Talking!

Outcome Management – 3 × 3 hour sessions

What's it all about?

Performance Management is often a phrase that has negative connotations. This course looks at how managing performance and addressing underperformance can and should be a positive day-to-day process not just a painful annual paperwork filling exercise.

Who is it for?

Anyone who needs to manage, direct, encourage, monitor and provide feedback for other people's performance at work

- **Defining performance management**
- **The performance management process**
- **Clarifying job descriptions to reduce role stress**
- **Task Setting and KPI's**
- **Increasing motivation**
- **Providing Feedback**
- **Addressing underperformance issues**