



## MANAGING PERFORMANCE™

In this one-day training programme, managers will develop the understanding, skills, and confidence to handle performance issues as they arise, and hold structured performance review meetings. They will develop competency in applying our Transformational Performance System™, with a focus on constructive, compassionate, and collaborative feedback.

Dealing with performance issues can be a challenging task. Traditional performance management systems can be a large instigator of fear and anxiety at work. These approaches typically consist of annual meetings, which may have positive intentions, but in practice serve as a collective reminder of what an employee has done wrong.

We know that, by focusing on coaching and constructive feedback, managers can help reduce staff turnover rates, help their team members feel more fulfilled, and create a culture where timely, constructive feedback is regularly received. Under these Transformational Performance Systems™, short, undocumented conversations are held daily. These encourage a responsive/ agile approach to performance improvement, alongside quarterly reviews, and team performance conversations.



## OBJECTIVES

Participants benefit from attending the course in the following ways, they will:

- ✔ Review the existing team culture within their organisation.
- ✔ Understand how to create a culture where feedback is sought out and valued.
- ✔ Become equipped with the skills to deliver feedback in a way that builds people up and empowers them to improve.
- ✔ Consider performance management in the context of the common goals of the organisation/ team.
- ✔ Explore their own responses to feedback, and how different individuals may perceive and value criticism.

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## WHO IS THIS COURSE FOR?



All types of managers, from team leaders to senior executives, HR professionals and trade union representatives.



## DELIVERY

### Managing Performance™

A one-day course delivered online or in-house.

This TCM Blended learning programme incorporates pre- and post-course learning to support participants' development of knowledge and skills. All delegates receive 12 months follow up support to help them to embed the learning. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

- ✓ Coaching
- ✓ Team development
- ✓ 360 degree feedback
- ✓ Personality Profiling

Managing Performance™ can be incorporated into a wider modular development programme for in-house leadership development with any of our leadership, communication and mediation courses in a fully customised blended learning programme.

**Trainers:** Delivered by TCM's expert trainers. The course uses a variety of teaching styles, is highly interactive and enables participants to apply and receive feedback on their skills.

**TCM**  
GROUP



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