

## Performance Feedback and Management Techniques

### Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

### Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

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Do you manage under performing staff? High staff turnover and absenteeism? Trying to hold onto your high performers? Research has shown that effective feedback is the solution to managing these issues.

**Providing performance feedback** is an essential skill for anyone who supervises staff. When people feel good they do good and when this is appreciated they do even better!

**This workshop** will provide you with a proven PFF (Performance Feedback Framework) that you can apply in your workplace.

**The modules** covered in the training are as follows:

Module 1 What affects staff performance and motivation?

Module 2 Why is feedback so important?

Module 3 Conflict resolution, communication & negotiation skills

Module 4 Performance feedback framework

Module 5 How to manage poor performance

Module 6 Motivating employees through goal setting

**Objectives:** To gain knowledge, understanding and practical skills in the following:

- Motivation and factors influencing performance
- Models of motivation and strategies for motivating others
- Strategies for maximising performance
- The link between feedback and performance
- Guidelines and strategies for giving effective feedback that facilitates performance and motivation
- Implementing the Performance Feedback Framework
- Strategies for managing poor performance

# Course Outline

PRIMEXL

Excelling People. Excelling Organisations.

**At the end of this workshop** the participants will be able to effectively apply the Performance Feedback Framework in their workplace with an understanding of what influences motivation and performance and how to get the most out of their employees.

## Dates

Tuesday 23rd March 2010

Wednesday 11th August 2010

**Investment \$253**