

# PERFORMANCE MANAGEMENT

## In-Council Training

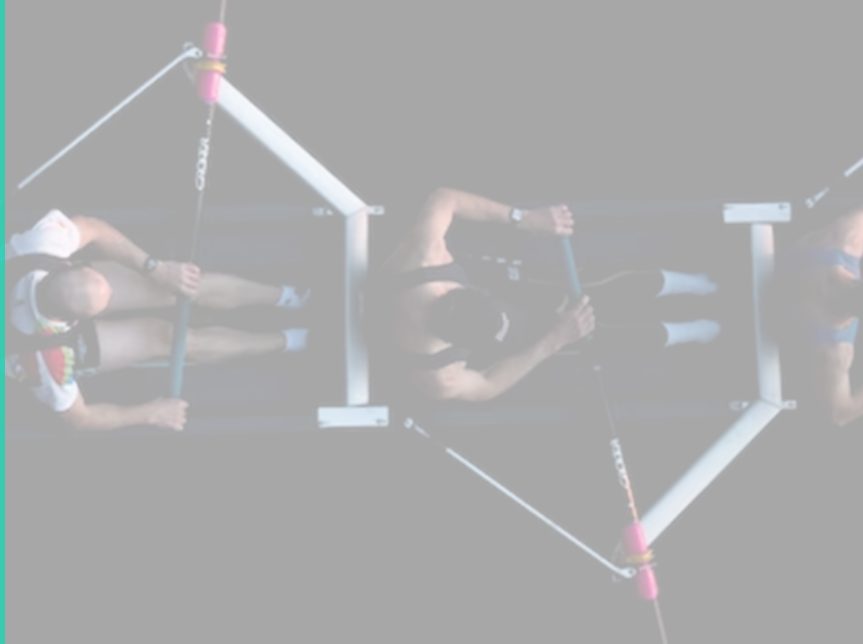
*LGMA'S extensive experience working directly with councils across Queensland uniquely equips LGMA to develop and tailor specialist workshops and training programmes, specific to the needs of the individuals and teams within council.*

## Overview

Across all sectors and all sized organisations, technically competent managers can struggle to ensure their teams deliver. This is because performance management is a skill set of its own and one that is not always taught before people are promoted to roles where it is a requirement.

Performance management can seem daunting because of all the interconnected skills and knowledge required to make it work well. The goal of most managers is to create an environment where people can perform to the best of their abilities and produce the highest-quality work most efficiently and effectively. However, in today's busy workplaces, sometimes those regular and necessary performance conversations are conveniently pushed to the side to address another day, creating communication and accountability chaos.

A continual performance-management cycle helps managers and employees see eye-to-eye about expectations, goals, and career progress, including how an individual's work aligns with the council's overall vision. As always, process, communication and practise are integral in implementing the five stages of the performance management cycle.

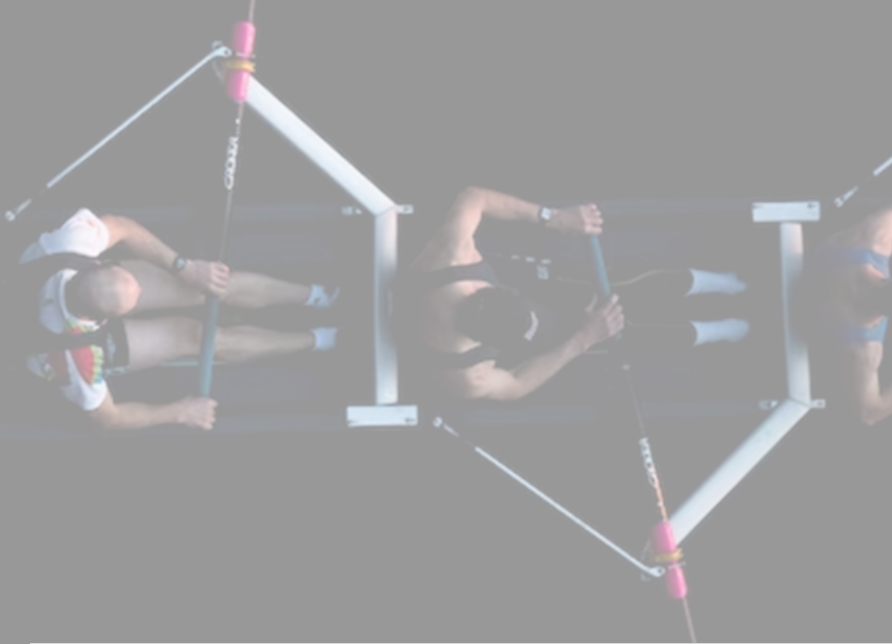


## Discover how to

- ✓ Openly communicate the performance management process and cycle
- ✓ Set supervisors up for success
- ✓ Address poor performance and misunderstandings as they happen
- ✓ Create a desired culture
- ✓ Take a positive approach
- ✓ Communicate effectively
- ✓ Deal with friends and family in teams
- ✓ Understand the role of coaching
- ✓ Address the importance of mistakes

***This training workshop will enable all council officers to understand performance management and feel confident in their role and the workplace.***

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## Content

- ① The concept of exchange
- ② The role and responsibilities of the Supervisor
- ③ Communication (personality profiles, drivers)
- ④ Coaching and feedback
- ⑤ Developing individuals
- ⑥ The five stages of performance management
- ⑦ Discipline and referrals

*"We are what we repeatedly do. Excellence, then, is not an act, but a habit."*

- Aristotle

## Key Details

Course duration:	2-Day workshop
Delivery mode:	Face-to-face, training in your council
No. Participants:	Up to 24 people
Enquiries:	support@lgmaqld.org.au