



Griffin Training

Solutions for a Modern Workforce

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Managing and Encouraging Performance

The success of a company is directly related to the performance of its workforce. If staff fail to perform, the company cannot succeed. A key role in leadership and management is to ensure the success of the organisation and the performance of its employees. This course is designed to introduce managers and supervisors to a multitude of means, methods and strategies available to encourage and manage staff performance. On completion participants will be able to choose appropriate methods of quantifying, measuring, encouraging and managing performance.

Objectives:

- To understand the key role a manager plays in encouraging and managing performance
- To understand different means of quantifying performance
- To gain the skills necessary to measure performance
- To gain the knowledge and skills necessary to encourage performance
- To develop a performance management system

Content:

- The Relationship Between Performance and Success
- The Role of the Manager/Supervisor
- How to Quantify Staff Performance
- Means of Measuring Staff Performance
- Will, Desire, Motivation and Staff Performance
- Strategies and Techniques to Promote and Encourage Staff Performance
- Performance Management Systems
- The Snow Ball Effect