

# Leading Performance

Code: Blue 01



For people who lead and supervise others

For organisations that want to maximise performance and leadership outcomes

For supervisors who want to get the best from their teams, reduce stress and deliver results.

## Overview

The role of a leader, as someone who supervises others, is to help them succeed at doing the right things well. If this is achieved then the organisation succeeds and customers are served. Everything a supervisor does hinges around this outcome.

Getting effective performance from team members is a challenge for supervisors, regardless of their level in the organisation. Each time a leader is promoted to another leadership level the way they get performance from their reports undergoes change. In addition to this, there are a range of formal and informal supervisory responsibilities, which all have to be combined to get a consistent, supportive and effective performance outcome. Many supervisors find it hard to see how the formal performance and development planning process helps. Many team members don't understand how their work fits to the business plan or why the requirements sometimes change.

This program integrates different layers of performance management, enabling leaders to use the formal corporate processes and day to day leadership conversations to reinforce a performance outcome. Better yet, participants can discover how simply and easily this can be achieved, generating a high yield performance outcome from key supervisory actions.

Participants in this workshop can immediately apply what they have learned, regardless of where they are in the performance planning cycle. They can use what they learn to both reinforce high performance and start turning around low performance.



### BASIC DETAILS

LENGTH  
**1 Full Day**

GROUP SIZE  
**5-15**

OFFERED AS  
**Internal workshop for your organisation**  
or  
**External workshop via our Performance and Development Planning Service**

### FOR MORE INFORMATION

VISIT  
**[www.grevilleaconsultants.com.au](http://www.grevilleaconsultants.com.au)**  
or call: 0421 080 311

## Outcomes

- Effective strategies for improving performance
- Combine performance management resources
- Use feedback effectively to get results
- Build positive behaviours in teams
- Use resistance for positive outcomes
- Communication for listening and calm emotions



### **Grevillea Consultants**

*Bringing you over two decades of leadership and people development experience*

*“More than anything else you can do, developing successful workers is the key to being successful as a manager.”*

Clay Carr

## PROGRAM ELEMENTS



- structured conversations
- evidence based material
- sample materials
- adult learning principles
- focus on practical outcomes
- steps and guidelines
- building personal technique

## Session Themes

### The Key Function of Feedback

- The purpose and benefits of feedback
- The costs of seeking feedback
- Feedback as a leadership tool

### Supervisor Relationship

- Evidence about what affects supervisor and team relationships
- When and how supervisors are significant
- Moving beyond whether supervisors are liked

### Integrated Performance Management

- From business plans to performance and development plans
- Frequency of formal and informal reviews
- Using the FOCUS framework and quick, positive feedback

### The Strengths and Limits of Feedback and Performance Management

- Preventing bullying and other harmful practices
- Mental health, non-task issues and stress
- The need for realistic and consistent expectations

### Performance Management Strategies

- Building a culture of feedback
- Focus on strengths
- Matching strategies to situations and learning stages

### Self-Management

- Emotions and beliefs
- Personal development, self-review and soliciting feedback
- Adapting supervisor role to match team styles

### Communication Techniques

- Understanding ‘understanding’
- Listening, problem solving and addressing emotions
- The controversial feedback sandwich

## PROGRAM DELIVERY

The group size for a workshop is limited to facilitate maximum interaction.

Workshops are delivered at your premises or a suitable workshop venue of your choosing.

You may also be able to access the workshop for individuals or small groups via our *Performance and Development Planning Service* through the expression of interest process.

Workshops are adjusted as needed so learning focuses on current business challenges and priorities.

The workshop is part of Grevillea Consultants’ commitment to provide affordable, practical development opportunities that focus on people and results.

## ASSOCIATED LEADERSHIP DEVELOPMENT

The **Leading Performance** workshop is complemented by our **Leading Change** workshop. It helps people implementing change to understand, manage and use the dynamics of getting people and organisations through change.