

**CRUCIAL CONVERSATIONS IN  
PERFORMANCE MANAGEMENT**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
CCPM	11 <sup>th</sup> June 2013

<b><i>Main Aim and Key Benefits:</i></b>	Managing Performance can be a difficult task for all Managers and inevitably will involve holding a crucial conversation with the employee concerned. This course will give Managers the confidence and tools to identify poor performance issues and the procedure to follow for holding that crucial conversation.
<b><i>Course Content</i></b>	<ul style="list-style-type: none"> <li>• What is performance management?</li> <li>• Performance issues</li> <li>• Causes of poor performance</li> <li>• Why conflict arises</li> <li>• Conflict handling styles</li> <li>• Characteristics of each style</li> <li>• Preparing for the conversation</li> <li>• Holding the conversation</li> <li>• Follow up procedures</li> <li>• Reviewing the conversation</li> <li>• An opportunity to practise holding a crucial conversation</li> <li>• Personal action plan</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Group discussions and exercises</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Bursars, Assistant Bursars, Managers and Supervisors who have the responsibility for measuring performance.
<b><i>Duration:</i></b>	1 day
<b><i>Certification:</i></b>	OBT and Progressive Training
<b><i>Fee (excl VAT):</i></b>	£167.50
<b><i>Training Provider:</i></b>	Progressive Training