



OBT

OBT Course Outline

6. MANAGING AND IMPROVING PERFORMANCE

Main Aims and Key Benefits:	<p>A programme focusing on the importance of having policies and procedures in place that clearly outline what is required of employees when carrying out their responsibilities and how their performance will be measured and reviewed when doing so.</p> <p>The programme content also includes a structured approach to managing underperformance as well as reflecting on the importance of keeping individual team members motivated</p>
Course Content:	<ul style="list-style-type: none"> ▪ Reviewing employment and performance review procedures in place within your organisation and what is expected from managers and team members in respect of implementing and adhering to them ▪ Considering potential underperformance issues in terms of the possible causes, how to manage them ▪ Carrying out a performance review meeting and agreeing a course of action ▪ Reflecting on the needs of individuals and how they relate to Maslow’s Hierarchy of Needs ▪ Personal Action Plans
Training Methods:	<ul style="list-style-type: none"> ▪ Presentations ▪ Syndicate exercises ▪ Group discussions ▪ Role plays
Who will benefit:	Assistant Bursars, Heads of Department, Senior Team Leaders
Duration:	1 day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training