

PERFORMANCE MANAGEMENT

Empower your team and each individual to perform at their best.

◆ ABOUT THE COURSE

Many managers face the ongoing challenge of building and sustaining high-performing teams. This session tackles the three most common barriers to effective performance management: unclear team purpose and direction, inconsistent engagement and unresolved underperformance, and sustaining motivation and results over time.

You will come away with practical tools and strategies to overcome these challenges, plus the confidence to foster a culture of purpose, accountability and continuous improvement.

◆ SESSION AGENDA

01 Key Performance Drivers

Explore Google's Project Aristotle findings and the five factors that drive high-performing teams: psychological safety, dependability, structure and clarity, meaning and impact.

02 The Team Charter

Build a team charter covering purpose, stakeholders, goals and green/red card behaviours to unite the team around a shared way of working.

03 Individual Performance

Use the Apex Model to understand the different levels of engagement team members can sit at, and what influences where they land.

04 Appreciation

Learn to recognise effort with specific, meaningful praise rather than generic thanks.

05 Managing Underperformance

Understand the root causes of underperformance and how to address it early and fairly.

06 Daily Motivation

Discover simple daily actions that sustain motivation more effectively than occasional grand gestures.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.

◆ INTERACTIVE EXERCISES

Considerations for Improving Your Team's Performance

Reflect individually on the key performance drivers and note the actions and behaviours you need to put in place to improve your own team's performance.

What's My Role?

In pairs or individually, match real purpose statements to the job roles they describe, exploring how everyday roles connect to a bigger sense of purpose.

Define Your Team's Purpose

Draft the first section of your own team charter, capturing why your team exists in a single, clear purpose statement.

Engagement Levels Breakout Discussion

In small groups, discuss the five levels of engagement, identify the signs of each and agree management actions to move team members towards being highly engaged, recording the group's ideas in the workbook.

Appreciation Note

Choose one team member and write down what you appreciate about their contribution and exactly what you would say to them.

Managing Underperformance Plan

Work through a real underperformance example in your own team, diagnosing skill versus will, agreeing a support plan and drafting an opening line using the AID feedback framework.

Daily Motivators Brainstorm

In a fast-paced two-minute group challenge, generate as many daily ideas as possible for motivating a team member, then note your favourites in the workbook.

◆ LEARNING OUTCOMES

- ◆ Improved understanding of the key drivers behind high-performing teams.
- ◆ Proven strategies to build team unity and a shared sense of purpose.
- ◆ Practical techniques to address and improve underperformance.
- ◆ Tools to sustain motivation and help individuals consistently perform at their best.