

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 works through the full picture of effective performance management - from setting a clear team purpose and direction, to driving consistent engagement, addressing 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 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

Team Improvements

Reflect on the actions and behaviours you need to put in place to lift your own team's performance.

Define Your Team's Purpose

Draft a single, clear purpose statement for your own team.

Engagement Levels

Identify the signs of each engagement level and agree the actions that move people towards being highly engaged.

Appreciation Note

Write down what you appreciate about one team member and exactly what you would say to them.

Managing Underperformance Plan

Work through a real case: diagnose skill versus will, agree a support plan and draft your opening line.

Daily Motivators

Generate as many quick, daily ways to motivate a team member as you can, then pick your favourites.

◆ 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.