

LEADING FOR PERFORMANCE

Gone are the days when heroic, top-down leadership was considered key to driving business performance. Today's high-performing organisations have strong leaders from all levels and across all business functions – leaders who take a team-based, shared-responsibility approach to strategy execution. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. *Leading for Performance* is a high-impact program that better enables leaders to drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

IGNITE TALENT

Reviewing Performance

Reviewing Performance offers managers invaluable insights into what constitutes an effective employee performance review and how to make the review process beneficial for both managers and associates. Participants examine “good” and “bad” performance review processes, explore best practices for conducting performance reviews in the context of performance with fulfillment, and practice what they've learned using various true-to-life exercises and role-plays.

OFFERING OVERVIEW

With the rise of global business, increased adoption of virtual collaboration, and ongoing introduction of new generations into the workforce, today's workplace is more culturally, behaviourally, educationally, and philosophically diverse than ever before. To ensure that their work units remain productive and contribute to the execution of an organisation's business strategy, managers need to hone their ability to set expectations and facilitate performance improvement. They also need to be able to conduct effective employee performance reviews as a means to linking professional development directly to business strategy and establishing long-term organisational success.

OFFERING DETAILS

Reviewing Performance is a practical, half-day, facilitator-led leadership effectiveness program. By participating in various activities, learners explore proven techniques for preparing for, writing, and conducting effective employee performance reviews. The

characteristics and benefits of effective performance reviews are defined, and participants explore the effect of unclear evaluations on performance and motivation.

Taking into consideration that most people generally “dread” performance reviews, *Reviewing Performance* helps managers make reviews a partnership discussion that focuses on the two factors of professional success – performance and fulfillment. Learners discuss the benefits of high performance/high fulfillment, both to the individual contributor and to the organisation as a whole.

In the program, participants practice a process for writing and conducting effective performance reviews. They explore guidelines for rating performance, and identify common errors made when assigning ratings. After studying the legal requirements associated with performance reviews, learners have the opportunity to practice writing and conducting a review using their newly acquired skills. A video example of a review discussion provides participants insights into a “right way” approach.

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