

Managing Performance

An Experiential Training Workshop



Set the Expectations



Manage the Result

Workshop Agenda



Managing the performance of individuals and a team will ultimately determine how effectively the leader or manager can deliver results through their teams. Managers and leaders who have the skills to do this will:

- Drive innovation and continuous improvement
- Foster a culture of accountability
- Set systems in place where performance is measurable
- Use organisational values as a means of driving performance
- Respond quickly to areas of conflict

Our experiential workshops are designed to provide the participants with the opportunity to experience the frameworks and concepts in a facilitated learning environment. This approach equips the participants with the skills and knowledge to take the concept back to their workplace where they can successfully implement it.

Setting Expectations

- Introduction to the 3 lenses of self, manager and team
- Using results and behaviours as a mechanism for reviewing performance

Values and Results Performance Grid

- Diagnosing where people are performing
- A framework for the performance conversation
- The catalyst for driving change

Performance Management Systems

- Performance framework
- Performance analysis tool

Managing Conflict

- Constructive and destructive conflict
- The 8 Causes of conflict

High Performance is a Catalyst for Growth

Call Us To Talk About Our 3 Areas Of Education and Consultancy Expertise

What You Will Learn and Achieve

Expected Outcomes

After attending this workshop, participants will understand:

- How to clearly set expectations across different team members with different roles
- How to engage those in the team and strengthen the emotional contract
- How to diagnose underperformance and its causes
- How to navigate through conflict and its complexities
- How to get to yes when mediating conflict

We recommend that this workshop is delivered as part of our “Leadership & Management” series of workshops including:

- Building Strong Relationships
- Leading with Emotional Intelligence
- Communicating with Influence
- Leading Change

Duration: One Day

Attendance: Maximum of 16 people

Delivery Method: Face to Face, delivered On or Off-site

Cost: \$7,500 including all materials required for the workshop



Deliver Results Through Your People

Leadership & Management - Lean & Productivity - Safety & Environment

Why Synergen Group

Our success comes not only from our expertise in building leadership capability and improving business processes, but also from our ability to engage effectively with leaders and teams at all levels.

We are leaders in providing business transformation and leadership programs that bring real results. Our training and workplace methods have been refined over many years to ensure they are engaging and practical and the feedback we receive is consistently excellent.

Our reputation speaks for itself. Over the past decade we have worked with clients of all sizes including some of Australia's most respected organisations. Here are just a few:



Australian Government
Tertiary Education Quality and Standards Agency



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