



Corporate Coach Group

Training that transforms



Training Plan Performance Management Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Performance Management Course Summary

This Performance Management Training is designed to give you the skills you need to improve the performance of others.

Performance management means two things: Improving poor performance (or behaviour) and enhancing already good performance by taking it to the next level.

Before you can successfully manage the performance of other people, you must first develop a very particular set of skills: Clear communication, goal setting, feedback, motivation, change management.

During this one-day course, you will learn the essential skills and knowledge you need to help others.

Learning Outcomes for the Performance Management Course

- To correctly manage poor performance issues
- Avoid creating negative emotions, keep to the positive emotions
- To set and agree clear, specific goals
- Criticise performance, without criticising their personality
- Get their commitment to a higher standard of performance
- Distinguish reasons from excuses
- To inspire and motivate others

Customer Review

“ The course content was very detailed and interesting. There was a good use of diagrams to allow theories to sink in. The trainer was great at keeping myself and everyone’s focus on the course and topic at hand. Clearly passionate about what he teaches. Enjoyed use of examples and could be related to.

*Steph Evans
International Greetings (UK) Ltd*



Performance Management Training Course Overview

We are here to learn how to manage other people's performance. But you would probably agree that in order to manage other people's performance, we must first manage our own. Your ability to improve other people's performance is based upon three things: your thoughts, words and behaviours. If you want to be a successful performance manager, you need to think right, talk right, act right.

We discuss a triad of skills based upon: clarity, rationality, positivity.

Clarity means: Clear thought, clear goals and clear communication.

Rationality means: rational plans and dealing with everyone as though they were reasonable, intelligent human beings (i.e. with respect).

Positivity means: Always having a positive attitude towards the other's potential, and always finishing on a positive note.

We will teach you how to improve on the current situation by communicating clearly, setting specific goals, rational thinking, and positive action.

You will learn about handling poor behaviour by finding the reasons behind their current actions and then ways to gain their commitment to improve upon their existing behaviour.

We finish with a section on how to reinforce a long-term improvement. You will learn about positive reinforcement and the power of a few kind words.

This training will leave you inspired and keen to use your new powers to help yourself and others.

Customer Review

“ The course content was eye-opening for me as a relatively new line manager. There were definitely things that I found myself to be guilty of, so I appreciate the lessons. The examples were very practical and useful, hopefully I will put them to good use on the next occasion. The trainer was very well prepared, enthusiastic, with great stories and examples. Overall, great quality, very comprehensive. Thank you.

*Claudia Rinciog
Symmetron Ltd*



Performance Management Training Course Details

Morning Session

What is the goal of performance management?

The fundamental goal of a performance manager is to find an answer to a single question:
How can we get the best performance from ourselves and others?

You need to get the best performance from others, because the success of the whole enterprise is based upon the individual success of each team member. To succeed, we need to inspire others to give their best possible performance. We need to help them reach their full potential.

In order to do this, we must develop our performance management skills.

What skills do performance managers need to acquire?

Performance Managers need many skills, but above all they must have clarity, reason, and positive emotion.

Clarity means: Clear thinking, clear communication, clear standards, clear goals.

Reason means: Rational plans. A logical analysis of the current situation. Treating everyone as reasonable, intelligent human beings (i.e. with respect).

Positive emotion means: Having a positive expectation that everyone can improve.

Self-assessment of our current skills

You will do a self-assessment against a checklist of skills needed by performance managers and discover your relative strengths and weaknesses. You will also have the opportunity to tell us, what specific questions you want answered during the course and which skills do you most want to develop?

This will set our learning objectives for the training.



Our goal is to add value to others

In a general way, we all share the same goal, which is “to add value to others”. We can only succeed at work, by adding value to our clients, colleagues, and organisation.

1. We cannot succeed if we fail to add value.
2. We cannot succeed if we detract value from others.

Therefore, we should only do and say those things that will add value to others.

We should all be value adders.

Setting specific goals

Each of us interprets the general principle of adding value in our own specific way.

We will discuss the power of setting specific goals. In order to help people maximise their potential, we must sell them on the idea that they win by adding value, and by setting specific, progressive goals.

We will show you how to set goals and begin to plan for their achievement.

Goal setting is the first step to achievement.

Clear communication

In order to help people set clear goals, we need to develop skills as a communicator.

We need communication skills that are clear, rational and positive.

To eliminate misunderstandings, we must open up channels of clear communication to make ourselves clearly understood.

We will show you techniques to improve the accuracy of your language.

Clear definitions

Most words have multiple interpretations. So, when you say one thing, they picture another thing. The solution to this problem lies in asking for, and giving clear unequivocal definitions (exact meanings), to key words and phrases.

We will discuss how to find the right words to express your exact meaning. And how to use the same method, to extract exact meanings from others.



Rational thinking

Having a goal is not enough, you must find rational ways of achieving it.

We must also treat everyone reasonably, and similarly, we can never accept unreasonable behaviour.

We will discuss what it means to be rational and reasonable and ways to achieve both.

Critical thinking v optimism v cynicism

Part of reasoning is critical thinking. We need to develop our critical thinking skills, but we must not become over critical. We must be optimistic, but not just wishful thinkers.

We will ask you to distinguish between optimism, critical thinking and cynicism.

Our goal is to develop the concept of rational optimism. We will use the methods of rational optimism to affect others.

How to turn a negative conversation into a positive

Based upon the knowledge gained so far we are now equipped to transform negative conversations into positive. We are now rational optimists, and we can use our skills to positively influence others.

Negative v positive styles of communication

It is possible to have the right intentions, but to use the wrong language and as a result, mess up.

We will examine the role of language. How well do you influence others towards the positive? It is not enough to be nice. You must also be skilled.

How to perfect your performance management language

We will summarise the morning session and ask you how you will use your new knowledge to perfect your performance management language skills.

Afternoon Session

Four ways to handle poor performance (but only one of them works)

There are four ways to handle poor performance in others, but only one of them works. These are anger, upset, evasion or reason.

Anger never works well, nor does getting upset, nor does evasion. The only productive way to handle poor performance is through the use of reason.

We discuss the results of responding to poor performance with anger, upset or evasion. And what it means to have a rational response to poor performance.

What is their 'self-image'?

We will discuss the role of self-image psychology. The self-image is the sum of a person's thoughts, feelings and beliefs about who they are. Self-image gives a person identity.

The self-image is a hugely important concept, because people always act in accordance with their self-image.

To get the best performance from others, you must systematically strengthen their self-image. You must limit all negative comments of their performance to behavioural statements, and not attack or denigrate their character or identity.

We will show you how to do this.

Your task is to build their self-concept

Everything you say will either: Build them up. Not build them up. Take them down.

We will speak in ways that reflect this fact.

The purpose of your performance management is to simultaneously change their behaviour whilst at the same time, build up their self-image. This is a highly skilled job which most people cannot do. As they attempt to change a person's behaviour, they accidentally destroy their self-image.

To be skilled in critiquing other people's behaviour, whilst building up their self-image, you must become more aware of your use of language.



The proper use of language

We will break language into two sets, factual and opinionated.

The same distinction is also called:

- Objective vs subjective
- Feedback vs insult
- Helpful vs hurtful
- Rational vs derogatory

We will eliminate words that are hurtful, derogatory, subjective or insulting. We will show you how to use words that are purely objective, helpful, rational feedback.

This section of the course is a game changer, which you will find hugely beneficial.

Gain their commitment to improve behaviour

Now you know how to word your message, you can engage in a process of behaviour modification. The other person is less likely to fight you when your message sounds right and feels right.

How to reinforce the change so that it sticks

Once you have engaged the other person's willingness to improve and gain their commitment to make changes based upon the feedback you have offered them, you need to reinforce that change.

If you don't reinforce that change, many people will fall back into their old, bad habits.

We will show you how to reinforce the change, and keep their new behaviour going until it becomes the new normal. This reinforcement includes the use of appreciation, praise and encouragement.

Social motivators

Social motivators are the intangible, non-monetary, aspects of motivation.

They are feelings based upon the words you use, every day.

You need to establish the right atmosphere in the office and establish the right culture. We will show you how.



How to improve already good behaviour

It is important not only to correct poor behaviour, but to inspire excellence.

We finish on a discussion about continuous improvement, which is the eternal quest to move closer to our ideals. We know we can never reach perfection, but the attempt is worth the effort.

We will discuss how we can instil the ethos of being happy with our performance, but never completely satisfied.

How will you use your new powers?

On this course you will have learned many powerful concepts, and techniques. We will ask you which ideas you found the most powerful and how will you apply them.

Customer Review

“ The course content will be of great value to any manager on the journey through their life-long career. Chris is a true practitioner of the concepts taught during this course. This helps the delegates believe they are practical not just theoretical.

*Chris Jones
International Greetings UK Ltd*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

- “ The course content was very relevant, helpful, full of information, good tips and techniques. Found the course very inspiring, full of food for thought that I will definitely use at work and in life. The trainer's presentation was fantastic, very inspiring, enthusiastic, encouraging and positive. The best course I have ever attended! Thank you.

*Marta Piotrowicz
Foundation Trust Network NHS*

- “ How to captivate an audience with subject matter and make it interesting from start to finish. Gezz achieved this with ease. His knowledge of topic matter was comprehensive, and his presentation was seamless. The whole experience of learning was pleasurable. Top drawer.

*Jacquelyn Pearce
invincible Drain Care Ltd*

- “ The course content was excellent and gave techniques to use that will certainly be beneficial to me in my future work. It also gave me a more positive outlook to the current work that I have. The training was very well presented, and Chris had a very positive mental attitude and was great to all the delegates.

*Ian Fairbrother
G.R. Lane Health Products*

- “ This training has motivated me. Setting focused goals, most beneficial sessions: Wrong box /right box, reframing, Q2, time management / prioritising. Trainer presentation: Chris you are an excellent trainer, you held my attention throughout. I have never been on a course where my concentration hasn't dipped out. Your explanations were great. Approachable, funny, CLEAR and friendly.

*Corrina Gibbons
BCRM - Bristol Centre for Reproductive Medicine*