

# MANAGE PEOPLE PERFORMANCE COURSE

"You can employ [people] and hire hands to work for you, but you will have to win their hearts to have them work with you."

*William J.H. Boetcker*



## OVERVIEW

This course provides managers with a practical approach to manage performance of team members.

A manager's role involves managing people to successfully achieve performance and productivity. Sometimes people are promoted to leadership roles because of outstanding technical skills and may find people management to be complex and sometimes challenging. This practical course focuses on how to best manage people and deal with people related issues in a professional way. It gives useful insights into building support and commitment from people in the team. It also gives guidelines on improving practical management. The program gives useful tips, techniques and tools to manage people and performance effectively.

## WHO IS THIS COURSE SUITABLE FOR?

This course is designed for managers, supervisors and leaders who are responsible for managing the performance of people at work.



### Manage People Performance Short Course

Frontline Management Institute | Sydney, Australia

[www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

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## COURSE CONTENT

SESSION	KEY LEARNING CONTENT
<b>Manage performance of people</b>	<ul style="list-style-type: none"><li>- People management styles</li><li>- Develop performance plans</li><li>- Allocate work and resources: the keys to delegation</li><li>- Coach and mentor to develop capabilities</li></ul>
<b>Address performance related issues</b>	<ul style="list-style-type: none"><li>- Assess and review performance</li><li>- Provide performance feedback</li><li>- Performance improvement plans</li></ul>
<b>Manage issues and problems of individuals in teams</b>	<ul style="list-style-type: none"><li>- Identify and act on issues and problems of individuals</li><li>- Help from specialised human resources services</li><li>- Follow through on issues and problems</li></ul>
<b>Team engagement and motivation</b>	<ul style="list-style-type: none"><li>- Leadership to empower, motivate and influence</li><li>- Leadership and leverage</li><li>- Values and leadership: fairness and equity</li><li>- Effective communication with management and other stakeholders</li></ul>
<b>Review and evaluate people management</b>	<ul style="list-style-type: none"><li>- Collect and evaluate data on effectiveness of people management</li><li>- Plan to improve performance management</li></ul>

## HOW THIS COURSE DRIVES RESULTS

- Clear performance management standards ensure team members understand what is expected of them
- Issues relating to performance can be managed professionally at appropriate level without escalation
- Improve team engagement and motivation to enhance performance

### GROUP DELIVERY OPTIONS:

- 2 days face to face OR
- 8 x 90 sessions delivered via Zoom or other video platform

### INDIVIDUAL DELIVERY OPTIONS:

- This course is available as a course by coaching.  
Contact FMI for more details



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## CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.



FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

## MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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## ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

## ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

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