

# MANAGING PERFORMANCE ESSENTIALS

Unlock the skills and confidence to lead high-performing teams

## What is Managing Performance Essentials?

This interactive session is designed for leaders, managers, and anyone responsible for supporting team performance. You'll learn how to tackle underperformance, give effective feedback, and create a culture where people feel motivated, supported, and accountable.

## Why Attend?

**Managing performance well is a game changer.** It's not just about fixing problems, it's about lifting the bar for everyone. You'll discover how early, honest conversations can prevent bigger issues, boost morale, and protect your organisation's reputation.

## What Will You Experience?

### Real-world scenarios:

Explore what underperformance looks like in practice, why it happens, and how to address it before it impacts your team.

### Practical tools:

Learn and practice the SBI Feedback Model for giving feedback that's clear, fair, and constructive and discover how to develop Performance Improvement Plans.

### Interactive activities:

Participate in group discussions, case studies, and dynamic exercises to challenge your thinking and build your skills.

### Navigating tough conversations:

Gain strategies for handling emotional reactions, managing conflict, and maintaining psychological safety, even when conversations get difficult.

### Adapting your approach:

Understand your own conflict style and how to flex your communication for different personalities, using insights from DISC profiles.

### Building a supportive culture:

Learn how to document fairly, manage probation periods, and distinguish between reasonable management and bullying.

## What Will You Take Away?

- **Confidence** to have honest, constructive conversations about performance.
- **Clarity** on the steps to manage underperformance, from informal chats to formal processes.
- **Skills** for giving feedback, handling reactions, and supporting improvement.
- **Perspective** on how your mindset and communication style shape outcomes.

## Who Should Attend?

- Team leaders, supervisors, and managers
- HR professionals
- Anyone responsible for supporting or improving team performance