

Performance Management - A Coaching Approach

▶ Who will benefit

This programme is designed for senior & middle managers responsible for the performance management and supervision of staff. It will be of particular interest to first time and more experienced managers and senior managers wishing to develop and implement quality performance management and supervision within their organisations.

▶ Rationale

Formal management supervision is used widely across many professional organisations as an important tool in providing quality services and managing performance at all levels of an organisation. Management supervision provides challenges even when delivered at its best and new skills and approaches are always a welcome addition to the managers "tool kit". Coaching provides such an addition and its practical skills can be easily integrated within a management supervision programme. Coaching skills are very effective in rapport building, defining goals, action planning, motivating and confidence building all important concerns for the manager.

▶ Learning Outcome

To provide managers with the knowledge and skills to develop and implement a performance management and supervision programme.

▶ Methodology

The programme is delivered over three days and in two modules. Module 1 consists of two consecutive days training and Module 2, to be delivered three weeks later, consists of one day. The programme includes a combination of presentation, demonstration, work books, experiential learning and group exercises. Use of live case studies will elevate learning from models and theory into real working practice.

▶ About the Trainer

Niamh Shiells is a fully accredited executive and career coach and an experienced training and workshop facilitator. She has held senior management roles in the health, housing and social care sector delivering management supervision programmes across all management levels. She brings a high level of relevant insight and a practical experience to this programme.

What participants say

- ▶ "Enjoyed the course very much, very thought provoking, fantastic, positive, upbeat trainers. Very intuitive with participants. " Team Leader, Northern Health & Social Care Trust

