

MOTIVATING OTHERS TO PERFORM



- ❑ Increase the performance of others by managing effectively;
- ❑ Increase individual & team motivation with performance reviews
- ❑ Understand and dealing with others' behaviour
- ❑ Learn how to give practical and constructive feedback

PROGRAMME OUTLINE

- ❑ The value of assessing performance to meet organisational and individual needs
 - Formal and informal performance assessment
 - Fair and objective assessments
 - Preparing for effective assessments
 - Roles and responsibilities of individuals
 - Appropriate assessment records
 - How to conduct formal appraisals
- ❑ Motivating the team to improve performance in the workplace
 - Factors influencing behaviour at work
 - Attitudes & Beliefs
 - Basic theories of motivation and their application
 - Styles and patterns of behaviour at work
 - Techniques to motivate & monitor performance
 - Positive approaches to offset negative attitudes
 - Dealing with conflict
- ❑ The value of feedback in the workplace
 - Feedback to improve communication and performance
 - Types of feedback and their relative values
 - Use of feedback and techniques
 - Eliciting feedback from others to improve own performance

When completed as a full qualification, this programme is a mandatory unit worth 2 credit towards [ILM Level 3 Award in First Line Management](#)

Who should attend?

This course is designed for those who communicate with others, either as members of a team, supervising staff or dealing with customers

Prerequisite

No formal entry requirements

Duration

One Day

Assessment Format

Non-certificated programme unless taken as part of the [ILM Level 3 Award in First Line Management](#)

Programme Delivery

- Open Programme
See our [Open Programme Calendar](#)
- In-House
On dates to suit your organisation

What's Next?

Delegates may wish to continue on to:

[ILM Level 3 Award in First Line Management](#)



Further Information

For further details on this programme or to discuss whether it is suitable for your needs, please contact us on **0870 0660 328** or email training@careerstepsltd.co.uk