



Managing People Performance

NDA TRAINING TASMANIA

RTO Provider : 60034

Course Cost - \$395

Duration – 1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

Course dates can be found on the training calendar on the NDA website. If you can't find a suitable date, email: bookings@nda.com.au

Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA premises.

Please contact us for further information and to be provided with a quote.

More Information

Phone: 03 6334 4910

Email: bookings@nda.com.au

Web: www.nda.com.au

BOOK

ENQUIRE

WEBSITE

Unit Code/s*:

BSBLDR522 - Manage people performance (with post course work)

Course Objectives

This course provides participants with the skills to manage the performance of staff who report to them directly. It presents and discusses various strategies for timely coaching and feedback and provides the basis for performance management. It is applicable to all managers and team leaders who manage people. It makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.

Learning Outcomes

Allocating Work

- Consult relevant group
- Develop work plan
- Operational plan
- Focus on efficiency, costs, and outcome
- Confirm performance standards
- Organisational values
- Legal considerations
- Develop performance indicators
- Conduct risk analysis

Assess Performance

- Design performance management
- Common pitfalls and misconceptions
- Train people in performance management
- Conduct performance management
- Respond to and resolve conflict
- Importance of documentation

Managing Performance

- Dealing with performance concerns
- Providing feedback
- Performance improvement
- Coaching employees
- Documenting performance

Manage Follow-up

- Performance improvement and development plans
- Recognition
- Counselling
- Termination of staff

Optional Assessment - \$195 per unit

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.