

# Performance Management

*The art of giving and receiving feedback*

**Course Duration** – 2 Days

**Course Cost** – \$550 pp

**CLF level Alignment**



**MMDF Alignment**



**Prerequisite**

N/A

**Overview**

This 2 day course aims to provide supervisors and managers with knowledge of the NTPS performance management system, how it is applied and how to effectively give and receive feedback.

**Who should attend this course?**

You should attend this course if you are a manager who wants to learn the skills to constructively address performance and build individual confidence in giving performance feedback in the workplace

**Learning Outcomes**

At the conclusion of this course participants will have:

- ◆ A detailed understanding of the processes and requirements for effective performance management in the NTPS
- ◆ Awareness of appropriate and effective feedback and the tools to deliver feedback confidently

### Topics Covered

- ◆ Aim, purpose / intent and scope of activities involved in Performance Management in the NTPS
- ◆ Governance of performance management in the NTPS
- ◆ Relationship between performance management and managing under-performance
- ◆ Roles of the manager and employee in performance management
- ◆ Role of feedback in the staff management
- ◆ Process, and linkage to broader objectives of the agency
- ◆ Defining staff responsibilities in measurable terms
- ◆ Structure and delivery of effective feedback
- ◆ Metrics that are useful to measure and monitor performance

### Topics covered from the Middle Management Development Framework

- ◆ Engaging for Success, become a proactive performance facilitator

### How to enrol?

[Click here](#) to download the OCPE Course Enrolment Form.

Completed enrolment forms are to be emailed to: [swpd.ocpe@nt.gov.au](mailto:swpd.ocpe@nt.gov.au).

### To find out more about this course contact:

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