

Results through people – Getting great performance (previously Performance Management)

The art of giving and receiving feedback

Course Duration – 2 Days

Course Cost – \$550 pp

CLF level Alignment



Middle Manager Development Framework Alignment



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.

Topic 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 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

Learning Outcomes

- ◆ 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

Prerequisite

N/A

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- ◆ Engaging for success, become a proactive performance facilitator

To find out more about this course contact:

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