



## Improving performance in the workplace

### Overview

When you need to have a slightly awkward conversation, particularly when there's a difference in personality or point of view, or a difficult message to relay, you can never be certain as to how it will go. Managers sometimes avoid these situations or want to 'just get it over with'. Sometimes these approaches work, but the results can be hit or miss.

Workplace performance is highly influenced by the quality of line manager communication and their conversations with colleagues. This course aims to take the stress out of communication and equip managers with skills to improve team performance and create a happier, more motivated workforce.

### Duration

This is a two day course.

### Training outcomes

By the end of the training you will:

- Feel more calm and confident in handling situations.
- Be able to negotiate more effectively.
- Be able to build connections to get better results.
- Know how to express yourself to get what you want.
- Take away a toolbox of communication techniques to put into practice immediately in all aspects of your work.

The long-term results also include:

- More effective leadership
- Improved team collaboration
- Increased efficiency and productivity
- Reduced staff absenteeism

### Who is it for?

- People who would like to feel more competent and skilled in handling performance management.
- Managers who want to improve their own and their team's performance.

### Testimonial

"A very well structured and delivered course. Thought provoking and backed up with clear and concise handouts. I have gained increased self-awareness and understanding of my colleagues and we will use it to improve team dynamics."

**Duncan Hammond, Improving performance in the workplace course participant**

If you are interested in this training course for your organisation, send me an e-mail or call for a free consultation to see how I can work with you.

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