

Setting Standards

Duration: 40mins

Overview:

Setting Standards covers setting appropriate performance standards for individuals and teams. The course follows the experiences of Katie Marlow, who has recently been appointed as a branch manager of Gemini Stores.

Outcomes:

- ✓ Know what standards are
- ✓ Understand why you need to set standards
- ✓ Know different ways of setting standards
- ✓ Understand who should be involved
- ✓ Know how and why to involve your team

Summary:

- ✓ What are standards?
- ✓ Who to involve
- ✓ Writing standards
- ✓ Quick quiz.

Monitoring and Appraising Performance

Duration: 50mins

Overview:

This course looks at the various ways of monitoring and appraising performance and how the information can be used to improve individual performance.

Outcomes:

- ✓ Understand how to present information in different ways
- ✓ Know how best to present simple information
- ✓ Understand how to present complicated data in the best way.

Summary:

- ✓ The situation
- ✓ Looking for patterns.

Training and Development

Duration: 40mins

Overview:

This course shows how training and developing your team gives you confident, motivated people to help you achieve your objectives.

Outcomes:

- ✓ Understand what training is
- ✓ Understand what development is
- ✓ Know the sequence of events in the Training Cycle
- ✓ Be able to identify the training and development needs of your team
- ✓ Know the four different learning styles
- ✓ Be able to provide motivation and encouragement

Summary:

- ✓ Training and development cycle
- ✓ Helping people learn
- ✓ Training and development methods.

Coaching and Mentoring

Duration: 40mins

Overview:

Coaching and Mentoring are techniques used for developing people in organisations. This topic looks at the techniques and skills that coaches and mentors use.

Outcomes:

- ✓ Know what coaching is
- ✓ Know what mentoring is
- ✓ Know when to use coaching and mentoring
- ✓ Understand the coaching process
- ✓ Understand the mentoring process
- ✓ Be able to check the learning style and preferences of the learner
- ✓ Be able to create a development plan
- ✓ Know how to carry out then evaluate a coaching session
- ✓ Know how to carry out then evaluate a mentoring session.

Summary:

- ✓ Coaching
- ✓ Mentoring
- ✓ Quick quiz.

Career Planning

Duration: 20mins

Overview:

This course considers how career planning contributes to performance management and the methods that companies can use to help people determine their career paths.

Outcomes:

- ✓ Understand the importance of career planning
- ✓ Understand the best approach to career planning
- ✓ Know where to go for help
- ✓ Know whose responsibility career planning is.

Summary:

- ✓ Introduction
- ✓ Phases of adulthood
- ✓ Career stages
- ✓ Managing performance.

Course Info

Management Shapers -

Improving Individual Performance

Motivational training for managers including managing teams & problem-solving.

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Recruiting

Duration: 30mins

Overview:

This topic covers the recruitment process. You'll find out more about the different methods of recruiting as well as looking at the selection interview that can help you employ people with the skills and attitudes you need.

Outcomes:

- ✓ Know the process of how to conduct a selection interview
- ✓ Know what to prepare
- ✓ Be able to perform an interview
- ✓ Know what questions to ask
- ✓ Be able to assess the candidates
- ✓ Be confident to select the correct candidate for the position.

Summary:

- ✓ Benefits
- ✓ The process
- ✓ Short listing for the interview
- ✓ Questioning techniques
- ✓ Equal opportunities.

Succession Planning

Duration: 20mins

Overview:

This topic considers how succession planning contributes to performance management and the methods companies can use.

Outcomes:

- ✓ Understand what succession planning is
- ✓ Know the importance of succession planning
- ✓ Know how to prepare a list of successors.

Summary:

- ✓ Definition
- ✓ Plan
- ✓ Equal opportunities.

Disengaging

Duration: 20mins

Overview:

This topic considers why people leave organisations and how holding exit interviews can give valuable information to management.

Outcomes:

- ✓ Understand why people leave
- ✓ Know what to do after they have gone
- ✓ Know how to conduct an exit interview.

Summary:

- ✓ Why people leave organisations
- ✓ Exit interviews
- ✓ Retaining good people.