

Job Mastery and Performance Training

Description

Introduction

This highly engaging programme focuses on developing all the essentials required to enable those teaching and training adults to fully perform. The programme defines how job performance is managed and focuses on the delivery of process, knowledge based, behavioural and skill improvement programmes.

www.acculearn.co.uk

This is a fast paced and highly rewarding programme. Participants will explore adult learning and review design and delivery techniques to ensure maximum recall.

Leaders experience situations which call for motivating, coaching, correcting, counselling or solving problems with their people. Participants will identify and master techniques that establish a more productive work force using these concepts.

Objectives

- Recognise how adults learn at work
- Construct learning opportunities for maximum knowledge transfer and recall
- Apply the art and science of improving employees' performance
- Compose effective personal development plans
- Examine the methods of evaluating and coaching for higher performance

Content

Day One

Performing at Work

- Introducing the 4 key stages of managing performance
- The practices on which effective performance management is built
- The responsibilities of the individual and management

- Setting the standards – behavioural and performance
- How can we define good performance?
- Agreeing goals and objectives
- Knowledge, Skill, Attitude and Behaviour and introducing the Competency approach
- Considering Corporate Culture (Video)

Day Two

Adult Learning

- Adult learning for work and Learning styles, including self-assessment questionnaire
- Conscious Competence Model
- Methods of enabling learning and whole loop learning
- Transferring learning to the job including the effective use of coaching and giving feedback
- Johari Window
- The training cycle
- Ensuring recall
- Delegate Motivation

Day Three

Training and Skill Mastery

www.acculearn.co.uk

- The need for Continuous Improvement
- Training or Development – defining both
- Identifying Competencies to meet current job requirements
- Determining learning objectives and personal development options
- Designing training for recall and behavioural change, knowledge transfer methods
- The importance of Pre and Post course evaluations
- Measuring the results of a training intervention
- Effective use of Development Plans

Day Four

Managing Performance at Work

- Purpose,characteristics and use of the Performance Appraisal
- The Annual Performance Review process
- Collecting data (Performance and Behavioural) for the Appraisal
- Setting and agreeing Quantitative v Qualitative Objectives – SMART Objectives
- Behaviours are important too – how the job gets done. Setting standards for behaviours at work
- Measuring progress against objectives
- Regular performance monitoring and assessment techniques
- Formal management of poor performance – the disciplinary process

Day Five

Improving Job Performance

- Performance Discussions (Behaviour-based)
- How to address any performance gaps
- The effectiveness of “Ask” rather than “Tell” (Video)
- Coaching Methods – the GROW Model and The characteristics of a coaching session
- Motivational and Developmental feedback
- Giving and receiving regular on-the-job feedback
- Recognition of Good Performance and motivational feedback
- Identifying and responding to underperformance

www.acculearn.co.uk