



# brook

corporate developments

We collaborate and create sustainable outcomes for your business to develop and grow

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## Course Overview:

Performance  
Management –  
Skills & Framework

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This is a bespoke training support course with content informed by discussion and competency analysis of business and participants.

## Content:

Aimed at achieving business benefit and impact by addressing a number of key development areas including:

- **Developing and Managing High Performance Teams**

Establishing the start point for your journey, content will include:

- The nature of team working
- Belbin Team Typing
- Team working roles
- Motivation models (Elton-Mayo/Hawthorne studies)
- Performance management techniques
- Target setting
- Performance Reviews

- **Setting Performance Measures**

- Objective setting - team and individual
- Reviewing team and individual performance
- Reinforcing behaviours to increase performance

- **Coaching for Performance**

- Conflict resolution (Thomas-Kilmann)
- The Johari window and techniques for opening it
- The coaching model, coaching flow, 5 elements model

- **One to One Performance Reviews**

- How to structure performance review meeting
- Addressing underperformance
- Importance of constructive feedback
- Emphasis of employees reviewing own performance

- **Increasing Personal Insight and Personal Awareness**

- Meyers-Briggs type indicators
- Hogan Development Survey
- Reflective learning review

- **Communicating with Impact**

- Active listening and why people are poor at doing it
- Transactional analysis and ego states
- Effective presentations, the Aldershot method, good and bad visuals

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**For more information:**

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- **Developing an Effective Management Style**
    - Situational leadership questionnaire & survey
    - Shackleton's leadership and management study
    - Comparison of authoritarian, paternalistic, democratic and transformational styles
  - **Understanding Business Strategy**
    - Business analysis: PEST, SWOT & Porter
    - 3-year plans (Orbit, & vital few)
    - Six steps to transforming an organisation

**Further content will also be included and delivered progressively using feedback from the learners, and their developing understanding. This will include specific assignments drawn from, and adding benefit to their organisation and further one to one learning content, informed by any knowledge gaps or weaknesses in knowledge of any individuals in the cohort.**

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## Format of Delivery

The support will be specifically tailored to the business and/or group needs and contain elements of one to one support to respond to individual's skills gaps.

The training content will be bespoke and specific to this organisation's requirements.

An integral part of the training and skills development will be one of 'experiential learning' by virtue of real, in the business project based activity.

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## Duration of Delivery

Delivery time and number of participants will be bespoke to employer need with specific dates and phasing by agreement with the company and BCD.

An initial meeting will take place to discuss requirements where duration and selected modules will be decided to form the training programme schedule

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## Business Benefits

Training will provide employees in management roles to best utilise an effective performance management framework to increase team and individual performance.

Each delegate will also increase their understanding and skills on management styles to ensure team and individual performance is maximised.

The training will increase knowledge, skills and capability of individuals in relation to the core capabilities that their respective roles require to help drive growth and change in the business.

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