

Build trust
and
confidence
with effective
conversations



PERFORMANCE CONVERSATIONS

from *The New One Minute Manager*®

Developing capability in conducting performance conversations is one of the most challenging and critical leadership skills. Participants learn and practice the four skills and four conversations aimed at improving and increasing confidence and trust in conversations regarding performance.

Many current performance conversations focus too much on holding people accountable for past behaviour at the expense of improving current performance and to grow people for the future. In contrast, regular and consistent conversations discussing performance and development changes the focus to one focused on the future for building capabilities in people.

Practical Performance Conversations is based on the #1 best-selling book *The New One Minute Manager*®, participants are introduced to the three secrets of successful managers: Goal Setting, Praising and Redirecting plus we have added another conversation (Wrapping up) designed to foster continuous improvement with team members. The program develops those secrets into a conversation framework that is easy for managers to understand and master.

BENEFITS

- Improved trust and confidence in performance conversations for managers
- Reduce perceptions of blame and judgement in performance conversations
- Managers are better prepared for the challenges of having difficult conversations
- Participants have the opportunity to learn and practice the skill of the 4 common performance conversations
- Managers are able to conduct performance conversations everyday.



PROGRAM FORMAT

This is a 6-hour face-to-face workshop, plus breaks and lunch. There are two LAUNCH activities that take about 10 minutes each. The workshop is a fast-moving combination of content, engaging activities, entertaining videos, and skill practice.

After the workshop, participants have access to the Practical Performance Conversations Challenge, which guides learners through a set of tasks to practice skills back on the job. They also have access to workshop videos and worksheets for a full year through the learner portal.

The flexible design of this program can be implemented with no Training for Trainers required.

WHO SHOULD ATTEND?

New managers and those considering a transition into management

Mid-level managers or supervisors

Experienced managers who want to increase their performance conversation effectiveness

LEARNING OBJECTIVES

- Develop the Essentials Skills needed for effective conversations and boost relationships with others based on our time-tested coaching model: Listen to Learn, Inquire for Insight, Tell Your Truth, and Express Confidence (LITE);
- Learn the Four Core Conversations based on the secrets of *The New One Minute Manager*®: Goal Setting, Praising, Redirecting, and Wrapping Up
- Practice the Essential Skills and the Four Core Conversations using real-work situations.

Help your managers be successful by giving them the essential skills to balance relationships with results.

Contact Elev8 Learning

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