



THE UNIVERSITY OF  
SYDNEY

**Performance  
Management  
Course:  
Enhancing Team  
Success**

*Centre for  
Continuing Education*



# Performance Management Course: Enhancing Team Success



The role of the manager is to deliver results. To do this, they need to be able to recruit well, develop relationships and ensure their staff perform.

Many of us have been in teams where an individual's poor performance has gone unaddressed for extended periods and have seen the impact this has had on ourselves and our colleagues. This situation reflects badly on the manager, whose perceived inaction frustrates those that are performing, and makes no difference in attitude and behaviour to those that are not. There is no space in the modern, efficient workplace to have 'spectators' in the group; underperforming, criticising the manager and team, and hindering the progress of the business.

As a manager are you going to tackle or tolerate this problem?

This course will cover how to set up your staff for success right from the beginning, including strategies for resetting expectations if necessary, effectively monitoring and addressing both positive and negative outcomes, and managing those that get off track. Scripts will be provided that can be adjusted to suit both the manager and staff member.



## Course duration

1 session, 8 hours total



## Time

9am - 5pm



## Format

Face-to-face  
or  
Online in real-time



## Dates

Browse available  
[course dates](#)

## Prerequisites

None

## Intended audience

This hands-on practical course is suited for front-line managers (either new or experienced) in all sectors who manage both large and small teams. It is for those expected to deliver results and manage the outputs of their team but who have struggled or avoided tackling those not performing.



## Upon completion

Every participant receives a University of Sydney certificate of completion.



## Aims

The aim of this course is to equip managers with the knowledge, skills and behaviours to manage the performance of their team. To be able to maintain and increase the performance of those who are already performing well and to coach, guide and, if necessary, terminate those who are failing to meet the required standards. You will leave feeling empowered to have the required performance conversations with your staff.



## Learning outcomes

By the end of this course, you should be able to:

- communicate clear expectations and performance measures
- relate performance goals to the organisational strategy
- give both positive and corrective feedback using a four-step process
- recognise and reward high performance
- motivate your high performers to stay engaged, growing and contributing
- manage under performance promptly and appropriately according to policy and legislation
- prepare for a one-on-one 'corrective performance conversation'
- conduct performance appraisal meetings.



## Content

During the day you will learn:

- the fundamentals of performance management
- the connection between organisational strategy and performance goals
- how to write and communicate task expectations and measures
- what people are motivated by
- why people behave the way they do and how to tap into this
- how to recognise and reward great performance
- how to manage poor performance
- how to write a script for performance conversations
- the four-step process to providing both positive and corrective feedback
- how to handle push back and upset by your staff member
- how to prepare and run an effective appraisal meeting
- the importance of procedural fairness and termination.



## Delivery Style

This management course is an interactive workshop which includes short facilitator-led presentations, group exercises, pair work, role plays and discussions.

## Materials

All course materials, including a booklet, are provided electronically.



*“I’ve done other management courses and by comparison, this one was excellent. The facilitator was very engaging and really held the room for the full day.”*

**Hayley Croft**



*“I enjoyed the session. The facilitator was able to provide real world examples from his experiences which were entertaining. I am now motivated to use scripts and techniques learnt in the course and apply what I have learnt.”*

**Kelly McIntyre**



## **Organisational training and development**

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF  
**SYDNEY**

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*inspire leadership*

**For more information**

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