

**Summary** Performance management is an essential part of running a successful business. There needs to be structure but we are dealing with people and knowing how to make the workplace effective, honest and fun is a major task. Get this right and so many problems will be fixed.

Learn how the right structure makes things easy. Give effective feedback to your staff based on clear expectations and how to handle difficult situations.

**Time** Basic elements - 1 hour.

Advanced - 3 hours.

### Content

**Basic** The Five Rules of Management - get the basics right

Basic Business Structures

The Supervisor Relationship

Job Descriptions and Design

Performance Feedback

Appraisals and Goal Setting

When things go wrong

**Advanced** As above in more detail and with the addition of:

Motivation and rewards

Staff feedback

Writing the appraisal

Ending the relationship

**Delivery** On-site preferred with full team participation. Time to suit client. One week notice usually required to arrange a time.

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