



Management Essentials

Driving Performance and Engagement



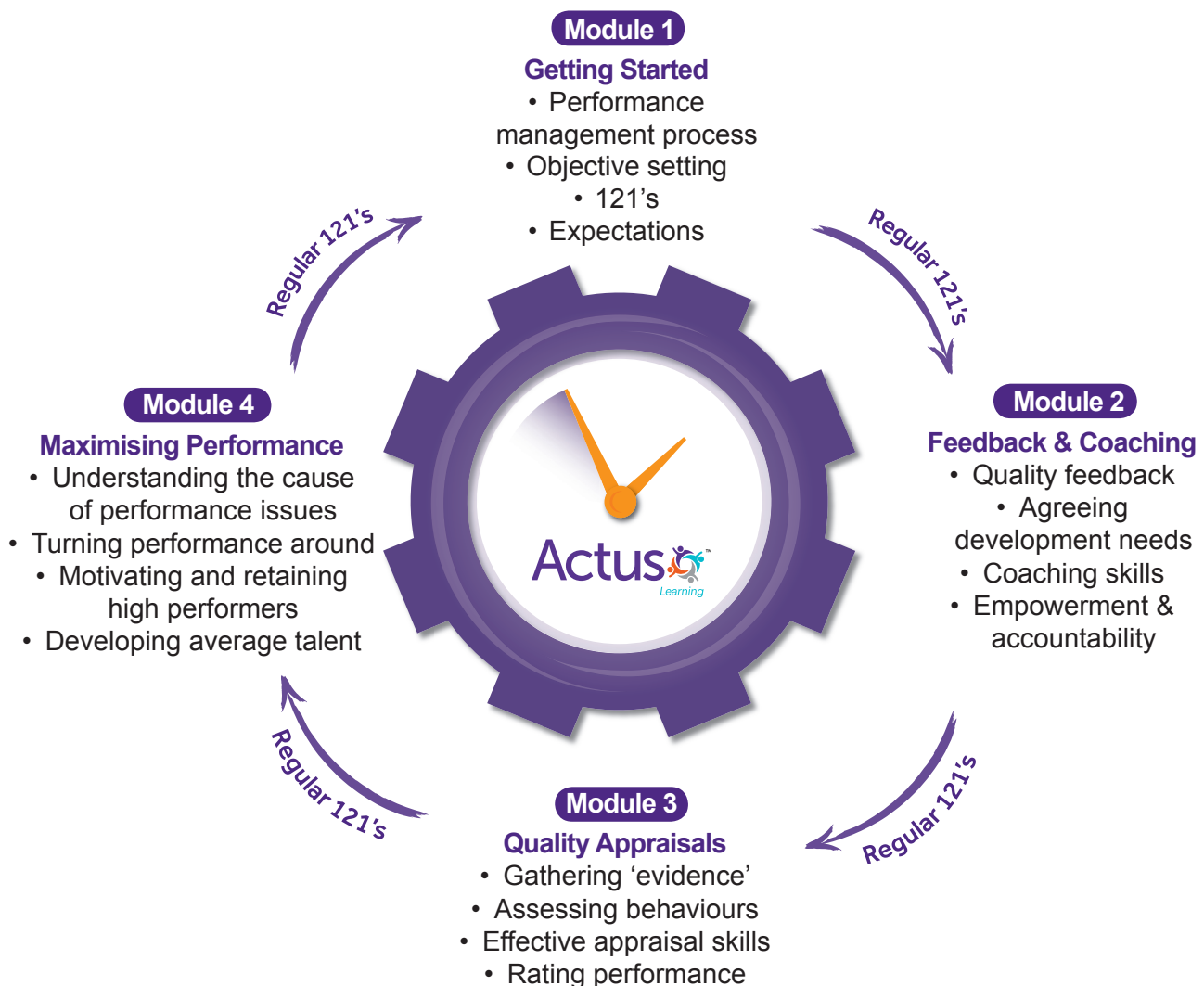
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Actus Learning Management Essentials

As Organisational Development experts, we have developed a series of Actus aligned management skills workshops. These are designed to help you to instill engaging management behaviours and embed year-round system usage. Bringing system usage and management skills together has a synergistic effect. Actus Software is just the enabler, it is the way in which your managers use this system that will make all the difference to the outcomes for your organisation with improvements in engagement, productivity and talent retention being commonplace.



Flexible Training Solutions

Our goal is to successfully enable your business to deliver, coach, drive, and sustain both individual and team optimum performance, resulting in outstanding business results through performance improvement, supported by Actus Software. We offer a flexible training approach to suit your organisational needs and ensure minimal disruption to your day-to-day business.

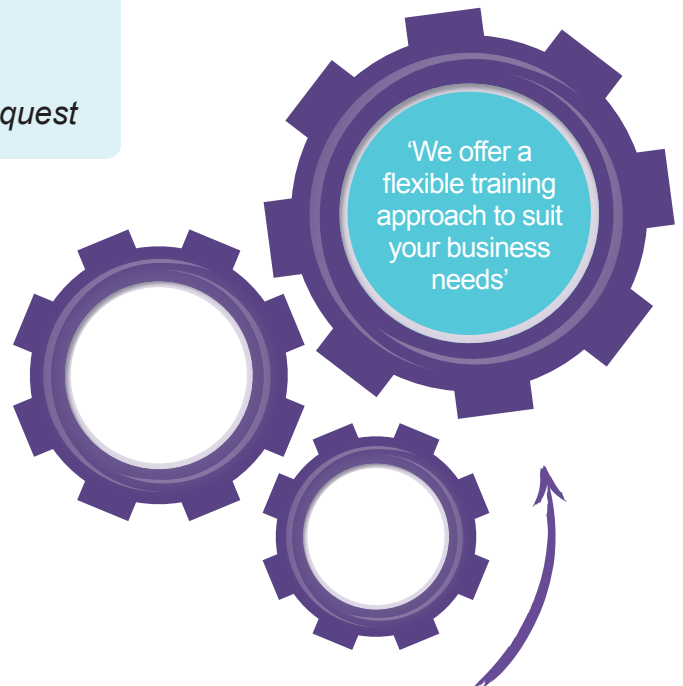
A half day training workshop provides managers with the opportunity to crosspollinate their skills, explore, test and apply best practice tools and techniques and practice the skills aligned with the Actus system, in a safe environment.

Training content can be combined to deliver a one day or multiple day workshop to your managers as required to drive business as usual.

Train the Trainer one day workshop upskills your internal training team to deliver the Actus Learning training. We provide our expertise, coupled with the relevant training materials including: workbook, slide deck, and facilitator guide which once purchased, can be utilised as often as your business requires.

Investment

- | | |
|---------------------|---------------------------|
| • Half day workshop | £595 + VAT |
| • One day workshop | £950 + VAT |
| • Train the Trainer | <i>Pricing on request</i> |



Module 1: Getting Started

Recommended to be delivered at the start of a roll out

This module is all about helping managers to understand and buy into the benefits of using Actus to embed a year round performance management culture. It makes clear the link between talent retention and management behaviours and forms part of the change management process by setting Company Expectations around system usage and people management.

The Actus system is introduced with individuals getting 'hands-on' to set SMART objectives and 121's within the system.

Outcomes:

- Buy in to the purpose and aspirations for performance management within your organisation
- Clarity about the importance of management behaviours in driving performance, engagement & retention
- Experience in setting SMART objectives that align with business needs
- Familiarity around how to prioritise objectives to drive the best business outcomes
- Understanding how to effectively review objectives during 121's to drive ownership and accountability
- Familiarity and confidence in starting to use the Actus system.

Actus alignment

- Overview of the entire system
- Setting, reviewing, updating and completing objectives & milestones
- Managing 121's
- Developing and closing actions
- Reviewing and updating via the dashboard
- Adding attachments and comments

Module 2: Feedback and Coaching

Recommended for delivery at any time during the year

Coaching and Feedback are two essential people management skills, they can motivate the demotivated, deliver performance in the underperforming and develop new skills in individuals at all levels. The quality of coaching and feedback in the workplace can be limited and many managers think they are coaching when they are being directive or leading which has less long term impact. This workshop reviews and applies proven best practice coaching and feedback tools and techniques that enable the manager to effectively coach their team members to recognise and develop the required skills and behaviours that increase performance.

Outcomes:

- Appreciate the value of feedback & coaching skills as a leader and manager
- Recognise the difference between coaching and feedback and when to use which
- Understand and apply best practice feedback & coaching models
- Be ready to coach with a list of quality coaching questions
- Harness the power of positive feedback and recognition to motivate sustained performance
- Practice activities in coaching and feedback to drive ability, using real scenarios

Actus alignment

- Use the development functionality to build development plans
- Manage professional development (CPD & Revalidation included if relevant)
- Document coaching and feedback conversations in 121's and appraisals
- Add comments and attachments to support coaching conversations
- Utilise 'Recognition and Feedback' functions (if enabled) to drive engagement and motivation



Module 3: Quality Appraisals

Recommended for delivery at either mid or end of year depending on your organisation's performance cycle

Planning for an annual appraisals can be a time consuming and difficult management activity; however, when done correctly can make all the difference to impact. A positive appraisal experience directly correlates with employee engagement and retention, unfortunately too many people experience a poorly planned or 'tick box' appraisal which can take performance in the other direction. Preparation and clarity of expectation is the key to running an effective appraisal, it is important to have high quality, specific examples of performance and behaviours and to be prepared to encourage discussion that is both positive and challenging whilst ensuring the individual feels valued and inspired to deliver more.

Outcomes:

- Consider the purpose of appraisals and how to make them meaningful
- Understand how to effectively prepare for appraisal
- Consider how and why to drive ownership and accountability through the employee
- Know how to review SMART performance objectives objectively
- Recognise when and where to give feedback, be firm or use coaching skills
- Be clear on how to conclude positively and set up for future success
- Understand the organisation's competencies or rating system (if appropriate) and how to use these to evaluate performance
- Practice using the appraisal structure in a safe environment

Actus alignment

- Review and complete objectives
- Capture evidence to support the appraisal
- Prepare and complete the relevant appraisal forms
- Understand how to manage and sign off ratings (if enabled)

Module 4: Maximising Performance

Recommended when most relevant

Great managers are critical to the success of every business, yet many individuals find themselves managing people with little or no formal development to help with this challenging role. It has also been shown that the number one reason for people leaving organisations is down to their relationship with their line manager. In short, management is the most important role to get right in any organisation. This workshop enables those who manage people to deliver high performance and drive motivation and engagement for our high, average and under performers. As managers, it is essential to develop strong communication skills to deal with performance effectively and nip potential issues in the bud whilst driving a motivated team. To do this we must flex our style and provide a vision of the future whilst managing their development.

This course is about adjusting our style to manage and motivate all types of individuals as required.

Outcomes:

- Understand what constitutes performance management
- Appreciate their role in fostering employee engagement
- Consider how engagement and motivation impacts business results
- Recognise the generations and how they prefer to be managed
- Understand how to manage high, average and poor performers to drive business outcomes
- Consider how to run effective and efficient 121 sessions to maximize results
- Gain confidence in having 'courageous conversations' to sustain high performance
- Consider how to manage performance issues using PEG - Performance; Expectation; Gap
- Align these skills to Actus Software
- Practice application of the skills

Actus alignment

- Use 121's and meetings to manage and document informal and formal performance conversations
- Set short term or development objectives to drive performance and behaviour
- Review and discuss career aspirations
- Review, monitor and track performance using Actus Software including PIP forms if necessary



Actus Learning also provide a suite of high quality training modules designed to drive performance improvement. Our trainers can work with our in house team to build a bespoke suite of leadership sessions or courses to meet your precise needs. Just get in touch with your Actus engagement consultant to find out more.

Other courses are listed below:

- Executive Coaching
- Building the Business Strategy
- Strategic Integration for Business Leaders
- Leadership Development
- Leading Change
- Situational Leadership
- Influencing for Results
- High Performing Teams
- Managing the Virtual Team
- Effective Meetings
- Emotional Intelligence
- How to be Highly Effective (Time Management)
- Advanced Communications
- Asserting Positively
- Conflict Management

What our clients say...





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