



Overview: Achieving a personal, work or career goal gives great satisfaction and contributes to the bigger picture or eco-system, whether it be Home Life, Social Life, Work Life, Organisation or Society. What we do is influenced/impacted by, or influences/impacts others around us. Technology (Social, Mobile, Web, Access to Information/Resources) has changed how we live, work, communicate and engage with each other and as a result how Performance is managed? and What we must focus on has changed? We live in a Globally Connected World and how we manage performance has changed and improved, this workshop is designed to impart knowledge and develop your skills to take control of your performance, make visible your contribution, engage your community and/or Guide and Support others whether they are your team members, your team peers, or other stakeholders in the eco-system.

Learning Objectives: -

- Understanding of Collaborative Performance Management & How it works?
- How your performance and management of performance fits within the eco-system and communities you engage with?
- How to take ownership of your aims and achievements, and those of groups you play a role in?
- How to Create SMART² Goals & KPIs'
- Monitoring and sharing progress with key community stakeholders
- How to communicate, influence, adapt, act and engage in a Digital world as it relates to performance?

Style/Approach

The approach includes short tutor led presentations followed by tutor facilitated individual and group exercises.

Participants

Anyone interested in improving the value of their contribution in any aspect of Life or Work individually, as a leader or in support of individuals and teams.

Duration

Agenda

Module 1 (What is Performance Management? & Why is it Important for Individuals & Teams?)

On completion of this Module, participants will understand what Collaborative Performance Management is? How it fits? What role they play in a Performance Management System.

- Participant drivers and expectations relating to Performance Management
- Why is performance management important & what are the benefits?
- Overview of Collaborative Performance Management
- Roles in Performance Management (Me, My Guide, My Community)
- Who owns Performance Management?
- Considerations for Performance Management in the Digital Era
- Systems of Performance Management



Module 2 (Setting SMART² Goals & Selecting KPIs)

On completion of this module participants will be able to Set ambitious but achievable goals that their community will buy into and support. They will also be able to select and set up relevant KPI's that guide improvement in performance and achievement of aims. (My Goals & My KPI's)

- Goal, Objectives, Aims and Key Performance Indicators
- Types of Goals & Objectives
- Setting good Goals (SMART²)
- Recording good Goals
- Selecting KPI's
- Using KPI's
- Commitments

Module 3 (Collaborating for best outcomes?)

On completion of this module, participants will have learned and practised skills that enable them to productively engage with community stakeholders to improve individual and group achievements and satisfaction levels in traditional and digital environments. (My Performance, My Feedback, My Team)

- Monitoring, Recording and sharing progress and achievements
- Seeking & Securing Help, Support, Direction & Advice
- Managing unexpected interventions, setbacks and outcomes
- Dealing with changes in priorities
- Communications Skills (And nuances in Digital world)
 - Communications Model
 - Questions & Listening
 - Giving & Receiving Feedback
 - Negotiation
- Recognition

Module 4 (Digital Workplace & Performance Management)

On completion participants, will have a greater understanding of the “Digital Workplace”, its impact and how to leverage “Digital Technology” to improve performance as individuals and teams.

- The Digital Society
- Understanding an organisations digital agenda
- How Performance of Individuals, Teams and Organisations can be improved through technology?
- Personal Development
- Organisation Development