

# Helping Line Managers with Difficult Conversations about Performance

## One-Day Workshop



### Summary

Managing performance in the line is critical for people planning and delivery in times of deficit. Having the right performance information and approach within the line will enable accurate decisions to be made. Selling in active round the clock performance management to line managers becomes a key HR activity. This workshop will enable HR professionals to plan and deliver a robust approach to working with line managers that places responsibility in the line but with HR providing support and back-up.

### This workshop will enable you to:

- Identify the impact and cost of poor performance to your organisation
- Sell in the 'what's in it for me' of performance management to your managers
- Articulate the central role of performance management with line managers
- Explain how to help line managers structure difficult conversations
- Differentiate between the central role of line managers and the support role of HR
- Practise coaching others in holding difficult conversations
- Provide appropriate guidance and development in support of line managers
- Identify other ways in which managers can be coaxed and supported
- Plan and devise ways in which you can coach line managers to take on difficult conversations themselves
- Tactics for the engagement of senior management support for good practise

### Contents will include:

- Scanning your organisation- how effective is it? What are the performance issues?
- Selling and telling the central role of line management of performance to line managers
- Contracting with line management to provide HR support
- Supporting and confronting line manager resistance
- Coaching techniques to help managers handling difficult conversations
- Coaching practise to underpin your HR support to line managers
- Selling in to senior managers- the ROI case

This workshop will include coaching practise sessions.

### Workshop Details

The price is £450 per person. A 10% discount is offered on a second place booked and invoiced at the same time. We also offer an 'in-house' version of this workshop.

To book your place, please email [Shirley.Dalziel@develop.uk.com](mailto:Shirley.Dalziel@develop.uk.com), and for more information, please call Shirley on 07740 737739

