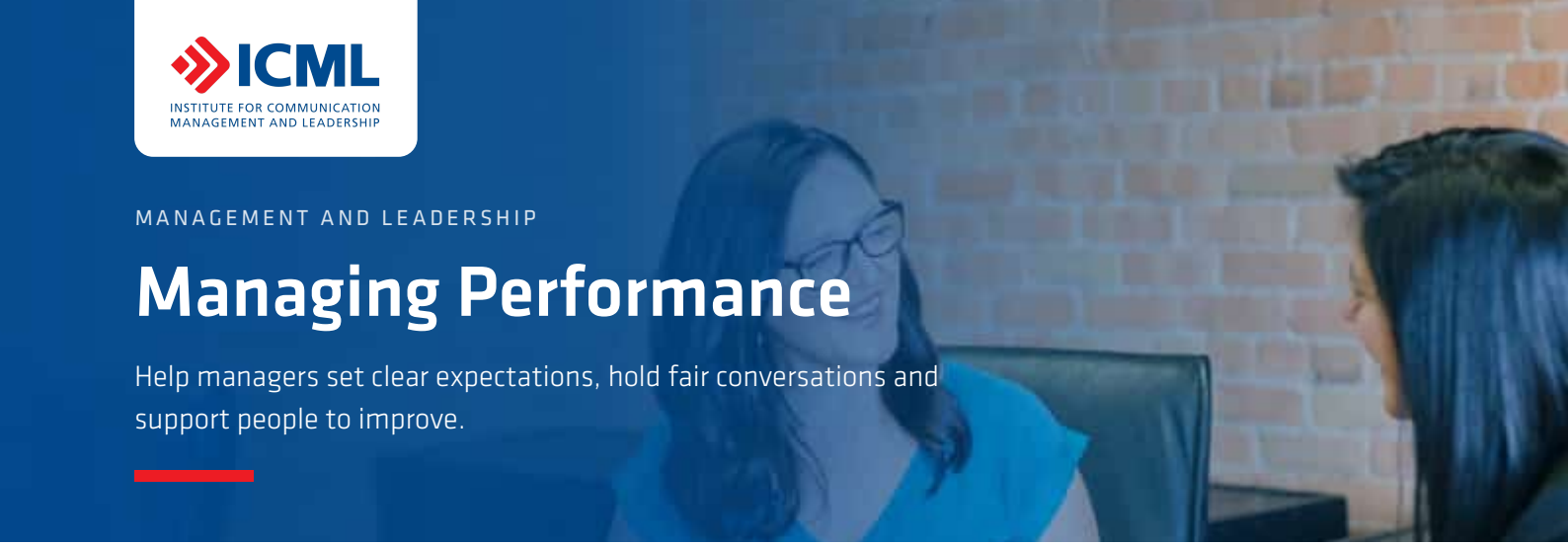
ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



MANAGEMENT AND LEADERSHIP

Managing Performance

Help managers set clear expectations, hold fair conversations and support people to improve.

WHO IT'S FOR

This program is designed for people leaders responsible for managing the performance of individuals and teams.

DURATION

1 day, or tailored to your needs

FORMAT

Face-to-face, virtual or hybrid delivery

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Set clear, measurable performance expectations with their team
- Identify the early signs of underperformance before they escalate
- Have honest, constructive conversations about performance issues
- Apply a fair and consistent process for managing underperformance
- Motivate and coach team members to lift performance sustainably
- Manage formal performance processes, including documentation and termination, with confidence

ABOUT THIS PROGRAM

Poor performance rarely improves on its own, and many managers put off addressing it because they're unsure how to start the conversation or apply a fair, defensible process. Left unmanaged, this affects team morale, productivity and organisational risk. This program gives managers practical frameworks and the confidence to manage performance proactively, from everyday coaching and feedback through to formal processes for persistent underperformance, including termination where required.

Tailored to your organisation

We work with you to tailor the content, language, duration and delivery format to your organisation's context, so the training reflects your real workplace scenarios rather than generic examples.

> Loved Mechelle's presentation and facilitating style – this course was excellent!
>
> Hub Australia – Ryan

Talk to us about this program

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Enquire online