

## PHASE 2 - CONTINUING THE COMMUNICATION CYCLE

### Day 3 - Measuring & Improving Performance

Results – Sharing of examples of success from day 1 & 2

Five-minute presentations to the group by each delegate to demonstrate how they have used what they learnt in Phase I and what was the result.

- ◆ Appraising, the process, the people, the purpose
- ◆ Motivating people to contribute & own objectives & results
- ◆ Meeting short-term shortfalls and completing deadlines
- ◆ Developing people to meet personal and business needs
- ◆ Linking performance and personal improvement to the PDR
- ◆ Delegating effectively in a range of situations
- ◆ Identifying how ready others are to accept new responsibility
- ◆ Adapting Management styles to people, tasks and objectives

### Day 4 - Managing Our Bosses And Their Performance

- ◆ Communicating effectively with our bosses
- ◆ Building the right relationship with our bosses
- ◆ Getting in the boss's diary, managing their time and ours
- ◆ Selling ideas to the boss, getting approval/commitment
- ◆ Structuring meetings with bosses, working to their agenda
- ◆ Choosing the right management styles for use with bosses
- ◆ Empowering the boss and ourselves by informing the boss
- ◆ Giving feedback to the boss, the essential ingredients

The creation of a personal action plan to implement the tools, systems and methods learnt is essential to the success of this seminar.

