



## Performance Management

Performance management is taking action to make outcomes better than they would otherwise be. It means taking action in response to actual performance, which might be at an individual, team, service, corporate, or community level.

### Target Audience

To enable the manager or supervisor to better understand supervision and appraisal and their role in the process of the organisation.

### Aims

The aim of the course is for:

- Delegates to be aware of good practice in setting ground rules, contracts and boundaries in the supervision process.
- Delegates to understand some of the issues around accountability, decision making and recording within supervision.
- Delegates to have explored the appropriate use of power in the supervision relationship and the links to anti-discriminatory practice.
- Delegates to understand the appraisal process and their role in it.

### Learning Objectives

Delegates will be able to:

- Understand the purpose of supervision and their role in the process.
- Have an awareness of the key models and methods and be able to apply them to their practice.
- Be aware of the key skills required and identify how to build on their existing skills.
- Understand the use of personal action plans, target setting, reviewing targets, personal development planning.

### Course Duration

6 hours – 1 day

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