



*“You know everybody is ignorant, only on different subjects”*

*Will Rogers*

# Bite Size-Management Modules

The following ‘bite size management modules’ have been developed for busy managers and supervisors who need to develop or refresh their key management skills in any of the four specific areas.

- Setting Smart Objectives - 1.5 hour module
- Performance Coaching - 1.5 hour module
- Managing Poor Performance - 1.5 hour module
- Setting Smart Objectives - 1.5 hour module

The sessions can be organised to best suit your busy schedule at times of the day, month or year that does not impact on hectic timetables.

For example, modules can be run as ‘Lunch and Learn’ sessions (eg one module from 11:00am -12.30pm and another from 1:00pm - 2:30pm).

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## Course Outlines

### SETTING SMART OBJECTIVES – 1.5 hour module

This training module will cover:

- Why are objectives important?
- What are SMART objectives?
- How to set SMART objectives for your team
- Engaging your team members in objective setting
- Practice session

#### Outcomes

By the end of this training module, managers will:

- Understand why objectives are important to the individual and the business
- Know what SMART objectives are and how to write them
- Have confidence and a structure for the **objectives conversation** with their team members

**Headline**



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## Motivating your team - 1.5 hour training module

### This training module will cover:

- Why is coaching important?
- What is coaching?
- When should we coach?
- Using a framework for coaching: the **GROW** model
- Questions to use in coaching sessions
- Practice session

### Outcomes

By the end of this training module, managers will:

- Be confident that they can have a conversation with their team members to identify coaching needs and growth areas
- Be able to provide structured coaching for their teams using the GROW model
- Understand that coaching can be quick, simple and informal yet still be highly effective
- Encourage team members to take responsibility for their own solutions to improve and develop performance

## Managing Poor Performance – 1.5 hour module

### This training module will cover:

- Why is it important to manage poor performance?
- When should performance issues be addressed?
- Typical performance issues faced by managers today
- Attitude versus behavioural issues
- Using a framework for the poor performance conversation
- Practice session

### Outcomes

By the end of this training module, managers will:

- Identify what constitutes poor performance
- Appreciate the importance of dealing with under-performance in a proactive and positive way
- Have a framework for the poor performance conversation
- Be confident in dealing with typical performance issues

**Headline**

## Performance Coaching – 1.5 hour module



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### **This training module will cover:**

- Why motivation is important
- Identifying key motivators for your team members
- Responding to the team’s motivators
- Recognising and dealing with demotivation

### **Outcomes**

By the end of this training module, managers will:

- Know what motivates them
- Know how to identify the key motivators for their team
- Have a plan for responding appropriately to motivators
- Have practiced the ‘demotivated employee’ conversation

**Headline**