

Managing for improved performance

Managing unsatisfactory performance is one of the toughest challenges that confront managers and supervisors today. Learn constructive, effective performance management techniques that align with public sector guidelines.

Who should attend

Anyone who supervises staff will benefit from this program. It allows supervisors to identify and respond appropriately to the factors that affect individuals' performance and to do so in a way that is consistent with the requirements of public sector policy.

What the program offers

The public sector guidelines on Managing Conduct and Performance fundamentally change the way supervisors need to deal with unsatisfactory performance. The guidelines place clear obligations on supervisors to identify and deal with unsatisfactory performance and place obligations on organisations to ensure good management practices are in place.

This program outlines the specific steps in the process for managing unsatisfactory performance.

At the conclusion of this program participants will:

- be aware of the relevant organisational and personal considerations to take into account when analysing performance
- identify the reasons for unsatisfactory performance
- develop an appropriate time line for dealing with unsatisfactory performance
- develop, implement and monitor performance improvement plans that meet the requirements of the public sector guidelines
- assess the relevant resources available to supervisors and staff members in the performance improvement process
- identify when and how to escalate from remedial options into discipline options.

Program details

Duration

One day course (9:00am–5:00pm)

Code	Dates for 2009	Location
101PUP	6 Aug	Clearly Business

Catering

Morning/afternoon tea and lunch

Max. number of participants

20

Fee (incl.10% GST)

\$583.00	non IPAA NSW members
\$506.00	IPAA NSW members
\$528.00	group booking

Enquiries Phone IPAA NSW on (02) 9228 5225, or see our website at www.nsw.ipaa.org.au

Improving your workplace effectiveness

Could you use more time in your day? Are you interested in working smarter, not harder? Learn practical strategies and tactics that you can apply to improve your productivity and efficiency.

Who should attend

Anyone who is interested in improving their productivity through working more effectively and managing their time more efficiently.

What the program offers

This course allows participants to review their work and life demands and focus on the use of practical strategies and tactics to become more effective and productive. Participants are encouraged to make the changes required to reduce their time robbers and maintain work–life balance.

This interactive program includes:

- prioritising and planning – the key to control
- urgency versus importance
- setting and achieving goals
- managing self and building productivity using the 80/20 principle
- identifying and minimising time robbers
- skills for controlling procrastination
- controlling interruptions
- simple solutions to common problems
- creating an effective workspace
- keeping calm and maintaining equilibrium
- the challenge of change.

Program details

Duration

One day course (9:00am–5:00pm)

Code	Dates for 2009	Location
92PWE	5 Mar	Parramatta Centre25
101PWE	21 Oct	UNSW CBD Campus

Catering

Morning/afternoon tea and lunch

Max. number of participants

20

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