



Managing People for High Performance: Soft Skills for Hard Results Program Outline

What you will learn by attending this program: The objective of this program is to teach managers the people management skills that are associated with high-performance. It draws on the best available knowledge in behavioural science combined with many years of practical experience and application.

It's about taking advantage of the day-to-day conversations you have with employees and using those opportunities to drive performance - through what you say and how you say it.

9.00am	Arrival – coffee and tea provided
9.15am	<p>The invisible Organisation This part of the program provides a model for thinking about your organisation and what you are managing in an innovative way. This is about the invisible part of your organisation (and includes things like morale, communication, skill level, and leadership) and how it adds to profitability, and how you can grow that part of your organisation.</p>
10.00am	<p>Training, learning and knowledge As a manager, how do you learn? In this part of the program you'll learn how you can develop your knowledge as a manager and how you can accelerate your own learning and the learning of others. You'll also learn about the difference between verbal knowledge and skill based knowledge and the best ways to transfer valuable knowledge from an experienced employee to a less experienced employee.</p>
10.30am	Morning tea - provided
10.45am	<p>Leadership Styles This part of the program covers the leadership styles that have been shown to be most effective. You'll learn about different styles of leadership and how each impacts on the productivity of a team.</p>
11.15am	<p>Bases of Power Where does your power come from as a manager? You'll learn about how to develop your power base so that you can become a more influential leader.</p>
11.45am	<p>Providing employees with direction This part of the program covers the importance of providing employees with direction. You'll learn about why providing employees with direction is critical to high performance. You'll also learn about goal setting research, what it tells us about motivating people and about how you can use this knowledge in your day-to-day conversations to provide employees with direction and drive performance.</p>
12.45pm	Lunch – provided



1.45pm	Providing employees with Feedback This part of the program covers the importance of providing feedback in order to achieve high levels of performance. You'll learn about what the research tells us about feedback and performance and about when to use positive feedback and when to use negative feedback and how to shape performance through feedback.
3.15pm	Afternoon Tea – provided
3.30pm	Unlocking employee potential This part of the program shows (based on research evidence) how the negative, or positive beliefs we have about employees can lead them to behave accordingly. We cover how different work environments can impact on a person's ability to realise their potential. And you'll learn how you can use this knowledge to unlock the potential of your work team.
4.30pm	Finish

About the presenter

John Girardi has had more than 20 years' experience working at a senior level within the Human Resources discipline.

John has extensive experience with management development.

John holds a Masters of Business degree, Post Graduate Diploma (Psychology), Bachelor of Arts (Psychology), and Bachelor of Business (Human Resource Management). He also lectured and tutored at Queensland University of Technology, specialising in the area of organisational behaviour (including leadership behaviour).

John has used his management experience, and his university qualifications, particularly in psychology, to develop a unique program, which draws on performance psychology concepts. These are similar concepts to those used in sports psychology to achieve high performance. The program focuses on giving managers the skills to manage and motivate employees to achieve high performance.