STARBUCK & Associates

STARBUCK ACADEMY · GROW · PROGRAMME BROCHURE

Manager Skills: Managing Performance

Clear expectations, fair conversations, better work

A short, practical course on managing performance for managers and team leaders. Five video lessons take you from setting clear expectations to handling underperformance fairly and stretching your strongest people.

- 5 video lessons of about 3 minutes
- A practical tool and workplace task in every lesson
- 12 months' access
- Certificate of completion
- **CPD accreditation in progress**

£49

per person, one-off payment, VAT included.

academy.starbuckassociates.com
/courses/manager-skills-managing-performance/

ABOUT THE PROGRAMME

Why managing performance makes a difference

Most people want to do good work, and most performance problems start small. When expectations are clear and conversations happen regularly, issues surface early and are easier to put right. Handled late or avoided, the same issues damage trust and cost everyone time. This course gives you simple habits and tools to manage performance fairly and consistently.

Who it is for

Managers and team leaders at any stage who want to set clear expectations, hold better performance conversations and handle problems fairly. It suits new managers building good habits and experienced managers who want a consistent, practical approach.

What you will be able to do

By the end of the programme you will be able to:

01 Set clear expectations using outcomes, standards and measures

02 Run regular one-to-ones that people find useful

03 Give specific feedback, for praise as well as concerns

04 Spot performance gaps early and explore the real causes

05 Agree a fair support plan with clear goals and review dates, and know when to involve HR

06 Recognise and stretch good performers without overloading them

THE PROGRAMME

Five lessons

Each lesson is a short video of about 3 minutes, with lesson notes, a practical tool and a workplace task so you can use it straight away. A five-question knowledge check closes every lesson.

01 **It starts with clear expectations**
Agree the outcome, standard and measures for important work, so people know what good looks like.

02 **Regular performance conversations**
Run one-to-ones that belong to the other person and give feedback that is specific and useful.

03 **Spotting underperformance early**
Notice early signs, separate facts from stories and explore five possible causes before you act.

04 **Addressing underperformance fairly**
Open the conversation well, agree a support plan with review dates and know when to involve HR.

05 **Getting the best from good performers**
Give recognition that means something, offer stretch without overload and keep a steady performance rhythm.

WHAT YOU GET

What is included

- Five short video lessons you can watch on any device
- Lesson notes, workbook pages and a practical tool for every lesson
- The full Manager Skills: Managing Performance workbook to download once you have enrolled
- A five-question knowledge check at the end of each lesson
- A Starbuck & Associates certificate of completion showing 2.5 estimated learning hours
- 12 months' access, so you can work at your own pace

How your learning time adds up

Your 2.5 estimated learning hours are made up across five lessons of about 30 minutes each:

- Watching the five short lesson videos: about 15 minutes (about 3 minutes each)
- Reading the lesson notes and workbook pages: about 40 minutes (8 minutes each)
- Working through the practical tool for each lesson: about 40 minutes (8 minutes each)
- Planning each workplace task: about 30 minutes (6 minutes each)
- Completing the five-question knowledge check after each lesson: about 25 minutes (5 minutes each)

Total: 2.5 estimated learning hours. Carrying out each workplace task at work is in addition to this. The pass mark for each knowledge check is 80% and you can retake it as many times as you need.

Who designed it

Designed by ICF credentialed coaches at Starbuck & Associates, led by Paul Starbuck, our Founder and CEO and an ICF Master Certified Coach (MCC). Every lesson draws on our coaching and leadership development work with organisations in the UK, Europe and internationally.

For teams and organisations

Buying for a group of managers? We can set this programme up for your whole team, on its own or as part of a wider academy for your organisation. Email academy@starbuckassociates.com and we will put a proposal together.

ENROL TODAY

£49 per person, one-off inc. VAT

Enrol online and start lesson one straight away. Every programme carries our 14 day money back guarantee.

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