

# People matters – performance conversations (virtual)

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# Program overview

## **COURSE DURATION:**

3 x 150-minute sessions + pre-work

## **PRICE:**

\$360.00 inc. GST

## **DELIVERY MODE:**

Virtual classroom via Microsoft Teams

**Understanding how to have effective performance conversations and empowering others to achieve their best are critical skills for today's managers and leaders.**

## **Is this course right for you?**

If you work within the Queensland public sector and are new to leading people, or if you are seeking a deeper understanding of effective performance conversations, then this program is for you.

## **Learning outcomes**

The People matters – performance conversations module will help managers and leaders:

- understand their role in creating a positive culture for performance within a team
- understand their legislative requirements to pro-actively manage performance
- recognise the different kinds of performance conversations that take place across the performance practice cycle
- understand the theoretical concepts that assist in conducting effective performance conversations and demonstrate the requisite skills to manage them
- identify the most appropriate performance management conversation/s required for individual team members
- reflect on any personal biases and challenges in conducting performance conversations.

## **More information**

For more information or to register for People matters – performance conversations:



[aim.com.au/courses/public-sector/people-matters-performance-conversations-virtual](https://aim.com.au/courses/public-sector/people-matters-performance-conversations-virtual)



[peplematters@aim.com.au](mailto:peplematters@aim.com.au)

## Program structure

Before you start the one-day virtual course, you will be given access to AIM's online management system MyAIM to complete pre-work requirements and access to course materials.

### 1. Pre-work

You must complete the following eLearning module before your first virtual session:

- **Performance coaching (30 mins)**

### 2. Virtual-led session 1

Session one will explore key concepts and theories that underpin the practice of performance conversations. Topics include the role of managers in driving performance, the performance practice cycle, and different approaches to feedback.

Participants will be provided with two scenarios to read and reflect on in preparation for session two.

### 3. Virtual-led session 2

Session two will focus on performance conversations in action, providing practical techniques to apply in the workplace.

Participants will work through a four-step feedback model, be introduced to a coaching approach for performance improvement, and practice skills using scenarios provided.

### 4. Virtual-led session 3

Session three will build the skills and confidence of managers to conduct effective performance conversations. Participants will learn to manage negative reactions, understand underperformance, and practice performance improvement conversations using scenarios provided.

## 5. Action-learning

During the course, you will be provided with a specific action-learning task to be completed in the workplace after you finish your virtual course. This task will assist with the transfer of learning to the workplace.

## Delivery mode

People matters – performance conversations is delivered online through virtual classrooms where facilitators and students can present course materials, engage and interact with one another, and work in groups together. Sessions are hosted via Microsoft Teams, providing a live, synchronous setting with a facilitator and a support co-host.

The key benefits of virtual delivery include time efficiency and the ability to participate from any location.

## What's included?

You will be provided with course notes, tools and resources which you can download and use in the workplace.

## What's required of participants?

- **Computer or mobile device**
- **Internet connection**  
(broadband/4G+ recommended)
- **Speakers, microphone and a webcam**

## Related Courses

You may also be interested in People matters (in-person or virtual).



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