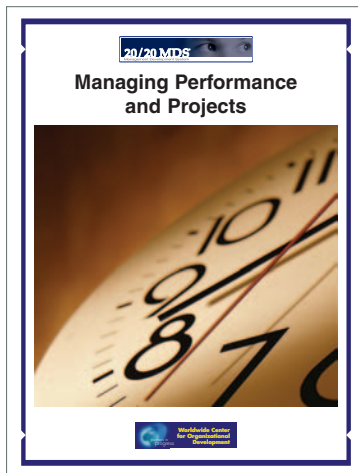


Managing Performance and Projects (Level C)



Underpinning Competencies

- Appraising People and Performance
- Training, Coaching and Delegating
- Setting Goals and Standards
- People Enablement
- Reciprocal Communication

Linked Assessments (where applicable)

N/A

One of your most important roles as a manager is to get results. This means that you need to:

- find the best ways of achieving your unit's/department's goals and objectives
- make sure that your staff involve themselves in helping to achieve those goals
- design systems and processes that make the best use of available resources.

This module is designed to give you the expertise and the tools to enable you to do these things.

The module starts by looking at mission statements, goals and objectives and the factors you need to be aware of when defining or using these. Subsequent sections focus on the importance of gaining the commitment of your team by delegating and allocating responsibilities effectively. The workbook also explores the area of process and project planning which helps you to ensure that staff are using the most cost effective working methods and processes. Finally, it examines how appraisal systems and feedback can help people to feel valued and encourage them to give their best.

Objectives

At the end of this module you will be able to:

- set and update work objectives for teams and individuals
- delegate effectively
- define and allocate responsibilities and authority (and plan activities/determine appropriate work methods)
- encourage the active involvement of staff in the achievement of work objectives
- encourage individual performance and development through the use of an appropriate appraisal methodology
- provide effective feedback on performance.