



Target Audience

Registered Managers and other Managers currently working in Adult Social Care.

This CPD module connects Managers with their peers. Managers will understand how successful behaviours and practical strategies can support them in their day-to-day work. They'll be challenged to put these into practice, boosting their capacity to lead and manage effectively. The module includes an emphasis on reflection, helping managers to learn from their day-to-day experiences and think about how they can do things differently or get better at recognising what they do well.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, interactive polls, questionnaires, drawing tools, and scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ Leadership Qualities Framework

Course Content

- ◆ The performance management cycle including processes for managing different types of performance
- ◆ Disciplinary and grievance, causes of poor performance and how to minimise them
- ◆ Strategies to improve performance
- ◆ Managing and retaining high performing staff
- ◆ How to give feedback and manage difficult conversations
- ◆ Cultures that encourage confidence, responsibility and accountability
- ◆ Effective role modelling, coaching and mentoring and how it helps managers

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Describe the performance management cycle
- ◆ State why people perform differently
- ◆ Describe how to utilise tools and techniques available
- ◆ Action plan for own personal development

Duration: 7 Hours