

# retail guides



## MANAGING STAFF PERFORMANCE

DURATION: 1 day

### OVERVIEW:

Do you get frustrated by having to correct staff mistakes or thinking I'd better do this or it will never get done properly? Wonder why people just can't get it right the first time? Would you like to give staff feedback and correct them so that they perform to your standards?

### EXPECTED OUTCOMES:

Delegates will be able to clearly set expectations for performance with all staff members, confidently following up and giving feedback...praising when the job is done well and correcting and coaching when standards are not met.

This will free them up to focus on managing and running a profitable business.

### CONTENT:

- Identify performance standards
- Communicating desired performance standards with staff
- Objectively monitoring performance
- Recording performance discussions
- Motivating staff through praise
- Correcting without tears
- Coaching poor performers
- Dealing with difficult staff