


Course Code	How will I do this course?	Level	How long will this course take?
100130SM004	This course is delivered over the internet  (Mac compatible)	Three	9 hours 30 minutes

## Description

This invaluable toolkit will make you far more effective when you're dealing with the recruitment, retention and ongoing performance of your staff.

In an easy-to-understand format it uses well-proven methods and gives practical advice on how to get the best out of your existing staff and how to recruit and develop staff to complement your team and reach your objectives. You'll learn new techniques that show you how to take the subjectivity out of appraisals, selection, coaching, facilitating appraisal meetings and one-to-one mentoring.

The expertise you develop will enable you to become respected as a fair, equitable and motivational manager.

## What will I learn?

### On completion of this course you will be able to:

- Use proven techniques and tools to become a proficient and professional manager of people
- Demonstrate a range of skills that will help you recruit the right people for the right jobs, appraise staff performance against sound measurable objectives, and mentor and coach staff on an ongoing basis to "tweak" their performance from time to time
- Identify and deal with poor performance of staff
- Understand and be able to apply the process of mentoring

## Course modules

### The modules are:

- Appraisal Interviewing
- Selection Interviewing
- Coaching Skills
- Mentoring Skills
- Performance Troubleshooting
- Setting Objectives