

CLEAR GOALS AND GOAL SETTING

OVERVIEW

Dealing with situations of unsatisfactory performance and with the actual people who are performing unsatisfactorily can be challenging. Raising the issue, broaching the subject can be awkward, uncomfortable and difficult, not to mention the challenge of convincing the other person that their performance IS unsatisfactory AND needs to improve.

It is dealing with that challenge that this course addresses so that the conversations are positive, honest and respectful... both to the person and to the organisation of which they are a part.

OBJETIVES

1. Clarify and deepen your understanding of the importance of confronting situations of unsatisfactory performance.
2. Learn how you can handle difficult situations and conversations like these in a good, caring way and with honesty and integrity.
3. Find out how to avoid getting into endless arguments back and forth but do so without losing or diluting your core message.
4. Learn to recognise that, while you may often be certain, you may often be wrong and what the implications for this are.
5. Discover how you can turn an apparently negative situation into a very positive and creative one.

LESSONS

1. Introduction

1. Welcome
2. Objectives
3. Course Format

2. Why bother with this Minor Issue?

1. Why is this Problem such a Common One?

3. Whose Version of Reality is Right?

1. Handling People who are Stuck in a Rut... or Something.
2. Telling of Persuading
3. When Examples are Appropriate.

4. Attentive and Caring Feedback

1. Transformative Power
2. Avoiding Creating Defensiveness.
3. Future Power.

5. Believing People to Change

1. The Real and Rich Benefits of Good Handling
2. The Joy of Successful Performance and Achievement.
3. The New Paradigm – From Managing to Leading
4. Replacing Rejection with Acceptance and Belief

6. Test for Understanding

7. Final Review

1. Final Message and New Paradigm
2. Leadership Tool
3. Summary of Course Learnings (PDF)
4. References

DURATION

While you could take this course in less than a half-hour, it is our recommendation that it be taken over the course of few days to allow you to reflect on learnings, check your understand, discuss it with others (or with a Maybe consultant.)

This will help to ensure that you come to the group session well equipped to make a big contribution to the meeting and ensure that the learnings are applied to enrich and improve your daily work and life.