



Aged & Community Services
SA & NT Inc

246 Glen Osmond Road Fullarton
Tel: (08) 8338 7111 Fax: (08) 8338 7077
www.agedcommunity.asn.au

Develop and Manage your Staff's Performance

EARLY BIRD SERIES

Dates: Three short Wednesday sessions **14 October; 28 October; 11 November**

Time: 8.00 am–9.30 am

Venue: ACS Training Room, 246 Glen Osmond Rd, Fullarton

Presented by: Alli Taylor

Designed for: managers who want to learn more about developing and managing their staff's performance

Learn about the critical impact feedback has on performance and how to deliver it effectively in different situations with a range of different people.

Create a culture in which your staff are utilised effectively, recognised for their efforts and work is linked to greater goals.

Three practical and interactive sessions will cover:

- ◆ What performance management is
- ◆ The issues affecting a person's performance
- ◆ The difference between appraisal and performance management
- ◆ Best practice in performance development
- ◆ Principles underpinning good performance development
- ◆ Linking the performance process with key systems
- ◆ Outcomes of performance development
- ◆ Ensuring performance development is logical and psychologically satisfying

Optional assessment at additional cost (\$170 payable to presenter):

This workshop links to the accredited module PSPGOV519A Manage Performance. The assessment involves:

1. Active participation in the workshop;
2. Analysing the current position of individual work groups in relation to performance management;
3. Conducting, analysing and reporting back on at least one staff performance management interview (to be conducted between the first and second session). Discuss the outcomes from 2 and 3 above with the relevant manager and report back to the group.

Those wanting to undertake assessment would also be required to write a short report on the activities outlined above with a suggested development plan and portfolio for themselves.



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Develop and Manage your Staff's Performance: **REGISTRATION FORM**

Dates: Three Wednesday sessions 14 October; 28 October; 11 November

Time: 8.00 am—9.30 am

Venue: ACS Training Room, 246 Glen Osmond Rd, Fullarton

Please complete the details below and FAX to (08) 8338 7077.

Registration fee (inc. GST)

ACS Members

Non Members

\$99

\$154

Name: _____

Position: _____

Name of employer/facility: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Special requirements (access, dietary requirements): _____

Terms & Conditions

Bookings: Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 8338 7077. (Please note no telephone bookings will be accepted.)

Payment: An invoice will be issued upon receipt of registration and payment can be made by: **Cheque** – cheques should be made payable to ACS SA&NT and mailed to 246 Glen Osmond Road, Fullarton SA 5063 **Direct Credit** – payment can be deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624. The relevant Invoice Number must be quoted to enable identification.

Registration transfer or cancellation: Cancellation of registration can be made up to five working days before an event. Cancellations made less than five working days before an event will be charged a 50% cancellation fee. A Credit Note will be issued if the account has been paid. Full payment is due for 'no shows' except in exceptional circumstances. Transfer of a registration is permitted to a colleague within the same organization, or another organisation that is an ACS SA&NT member. Notice must be received by ACS in writing (email, fax, mail) at least five working days before the event. A 10% administration fee will be charged if the request for transfer is received 5 or less days before an event.

Course cancellations: ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.

Please note this registration is not an invoice.

ACS SA&NT will forward a confirmation and invoice for payment upon receipt of this registration.