

Job Mastery and Performance

Venue Information

Venue: London UK

Place:

Start Date: 2026-09-29

End Date: 2026-10-03

Course Details

Net Fee: £4750.00

Duration: 1 week

Category ID: HRMC

Course Code: HRMC-10

Syllabus

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Introduction

This dynamic program focuses on equipping individuals tasked with teaching and training adults with all the essential skills needed for optimal performance. It delves into the management of job performance, emphasizing the delivery of process-oriented, knowledge-based, behavioral, and skill improvement programs. Participants will engage in a fast-paced and highly rewarding learning experience, exploring adult learning principles and refining design and delivery techniques for enhanced knowledge retention.

Objectives

Upon completion, participants will be able to:

- Recognize the learning dynamics of adults in the workplace
- Develop learning opportunities to maximize knowledge transfer and retention

Content

Day One

Performing at Work

- Introduction to the 4 key stages of performance management
- Essential practices for effective performance management
- Individual and management responsibilities
- Establishing standards for behavioral and performance excellence
- Defining and agreeing upon performance goals and objectives
- Introduction to the Competency approach and its relevance
- Exploring Corporate Culture through video analysis

Day Two

Adult Learning

- Understanding adult learning styles and preferences, including self-assessment
- Exploring the Conscious Competence Model
- Methods for facilitating learning and ensuring application on the job
- Leveraging coaching and feedback for effective knowledge transfer
- Introduction to the Johari Window concept
- Overview of the training cycle and techniques for enhancing recall
- Motivating delegates for active participation

Day Three

Training and Skill Mastery

- Emphasizing the importance of Continuous Improvement
- Defining training and development and distinguishing between the two
- Identifying competencies aligned with current job requirements
- Setting clear learning objectives and exploring personal development options
- Designing training programs for effective knowledge transfer and behavioral change
- Conducting pre and post-courses evaluations for measuring training effectiveness
- Implementing development plans for sustained growth

Day Four

Managing Performance at Work

- Setting and aligning Quantitative and Qualitative Objectives using the SMART criteria
- Establishing standards for workplace behaviors
- Monitoring performance progress and conducting regular assessments
- Addressing poor performance through the disciplinary process

Day Five

Improving Job Performance

- Conducting performance discussions with a focus on behavior-based feedback
- Addressing performance gaps through effective communication techniques
- Implementing coaching methods such as the GROW Model
- Providing motivational and developmental feedback
- Giving and receiving on-the-job feedback regularly
- Recognizing and reinforcing good performance
- Identifying and addressing underperformance proactively.