

# PERFORMANCE MANAGEMENT

Online



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**This Webinar will be held on:**



29 January, 2024



9:00am - 12:30pm AST

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**Registration Fee:**

**IAC MEMBERS - \$350US**

**NON MEMBERS - \$425US**



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## WHAT WE WILL COVER

- The building blocks of high performance
- Positioning performance reviews with your team
- Setting and reviewing performance objectives
- Developing feedback skills
- Using a coaching approach
- Agreeing and management personal development plans
- Getting to grips with poor performance

## SUMMARY

The course has been designed for managers and leaders alike who are responsible for a team, or just starting out in a managerial position.

During this course, we explore how to identify the various types of performers within the team and how to management appropriately.

We will examine how to create a performance review strategy so that your team are aware of the boundaries and expectations of the performance review process so that good and healthy conversations can flourish.

Discovery of an effective feedback model will be done during the course, which will help you reinforce good performance behaviours and redirect unwanted performance behaviours.

Finally, you will understand the learning model and determine the most appropriate methods to support your team members.

## OBJECTIVES

By the end of this course you will;

- Set a performance review process with your team
- Recognise the difference between poor, bad and exceptional performance and manage appropriately
- Provide effective feedback to reinforce or direct performance behaviours



**MATT OWEN-JAMES**

I am an experienced Training Specialist with a 15 year record of success in the insurance sector. With numerous roles including broking, account management, operations and learning and development, I am focused on maximising employee performance and competence, quality assurance, engagement and careers progression with effective training programs. I get excited to develop successful training plans that meet dynamic company and employee needs. Accustomed to collaborating with managers to hone in on unique requirements with the aim of growth.

I have had several roles in the insurance broking industry, including Account Management (both personal and commercial lines), team manager positions and operational positions.

Committed to learning & development and passionate to share my knowledge, experience and expertise to allow other to grow.

After achieving my Level 3 in Learning & Development, my next goal is to become Level 5 CIPD qualified.