



SKILLS FOR CARE  
LICENSED COURSE

# UNDERSTANDING PERFORMANCE MANAGEMENT

Explore the performance management cycle,  
recognise that people perform differently and  
utilise tools and techniques available



HOW LONG IS IT?

5 days



HOW MUCH DOES IT COST?

£125 + VAT per learner



PRINCESS ROYAL  
TRAINING AWARD  
2024



Apprenticeship Provider  
of the Year  
Winner 2025



# What to expect...

**Understanding Performance Management** is a practical continuing professional development (CPD) module aimed at registered managers and other managers currently working in adult social care services.

This CPD module will help managers to explore the performance management cycle, recognise that people perform differently and utilise tools and techniques available. Unlike undertaking formal qualifications, which can often feel like a solitary process, this CPD module connects managers with their peers. Managers will understand how successful behaviours and practical strategies can support them in their day-to-day work. They'll be challenged to put these into practice, boosting their capacity to lead and manage effectively.

The module includes an emphasis on reflection, helping managers to learn from their day-to-day experiences and think about how they can do things differently or get better at recognising what they do well.

## The course aims to:

- Explore and scrutinise the key principles, expectations and purpose of effective performance management.
- Identify leadership behaviours, strategies and tools that support effective performance management.
- Understand the importance of effective performance management in nurturing accountability at every level.

Learners will receive a **Connect2Care Certificate of Attendance** upon completion of the course.

**Group size:** Min: 10 learners.  
Max: 20 learners  
(for a closed cohort).

## Course outcomes:

1	Understanding the performance management cycle, including processes for managing different types of performance
2	Understanding of disciplinary and grievance, causes of poor performance and how to minimise them
3	Awareness of strategies to improve performance
4	Awareness of managing and retaining high-performing staff
5	Understand how to give feedback and manage difficult conversations
6	Awareness of cultures that encourage confidence, responsibility and accountability
7	Understanding effective role modelling, coaching and mentoring



## Find out more...

[commercial-courses@connect2care.net](mailto:commercial-courses@connect2care.net)  
[connect2care.net](https://connect2care.net)

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**2 Adult Care**