

Managing Performance Workshop

We don't just train managers on process; we help them understand their confidence gaps and close them. This session focuses on what managers actually need to do when managing performance issues, and how to do it fairly, confidently and consistently.

Why this workshop:

Managing performance issues can be uncomfortable and high-risk for managers. When handled poorly, the consequences are real: escalation, inconsistency, loss of trust and unnecessary legal exposure. This workshop cuts through anxiety and uncertainty, helping managers handle performance concerns early, appropriately and with confidence.

What this workshop covers:

The session provides a clear, practical framework for managing performance effectively, aligned with ACAS principles and focused on real-world application rather than theory.

In this session we'll look at:

- Distinguishing between informal and formal performance management
- ACAS-aligned principles and why they matter
- Investigations: what good looks like and how to approach them fairly
- Conducting performance review and formal meetings with confidence
- Managing emotions, defensiveness and challenging conversations
- Documentation, consistency and avoiding common (and costly) mistakes

Who should attend this session?

- Line managers and supervisors
- New or developing people managers
- Experienced managers seeking a clearer, more consistent approach
- Organisations aiming to reduce risk, improve consistency and build manager confidence

Key takeaways from this session:

Managers will leave with the confidence and capability to:

- Address performance issues early and appropriately
- Handle difficult conversations calmly and professionally
- Make fair, consistent decisions
- Apply a clear framework they can use immediately in real situations



In short, this workshop helps managers to stop avoiding performance issues and start handling them properly, fairly and with confidence — reducing risk, improving consistency and strengthening trust across the organisation.

Workshop details

This is a 3 hour, highly interactive session designed to build practical confidence.

- Short, focused inputs (no legal overload)
- Realistic scenarios and decision-making exercises
- Group discussion and shared learning
- Practical tools managers can use immediately

If you'd like to run this workshop for your team, or you would like to explore how it could support your wider people approach, we'd be happy to talk.

Get in touch:

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Why clients chose our workshops:

Put simply: streamlined performance discussions, more structured processes, and improved consistency across teams.

“This leaves managers with a clear structure that made performance conversations more focused and effective.”

Consistently rated highly for being practical, engaging, and immediately useful, helping managers approach performance conversations with focus and confidence.

