

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Performance Conversations That Work

5 days | Classroom training | English

SMART HORIZON

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https://smarthorizon.uk



Course content

Why attend

Annual reviews often disappoint both managers and employees. This course teaches managers to hold regular, honest and motivating performance conversations: setting expectations, giving evidence-based feedback, discussing under-performance, recognising strong performance and agreeing development actions that people follow through.

Performance improves through good conversations, not forms. You will learn practical techniques to make every performance discussion count.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Conversation models, intensive role plays with feedback, case examples and preparation templates.

Course objectives

By the end of this course, participants will be able to:

- Prepare effective performance conversations
- Set clear, measurable expectations
- Give balanced, evidence-based feedback
- Address under-performance constructively
- Recognise and stretch high performers
- Agree and follow up development actions

Target audience

This course is suitable for:

- Line managers and supervisors
- Team leaders
- Department heads
- HR business partners
- New managers



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Target competencies

Participants will develop competencies in:

- Feedback
- Goal setting
- Difficult conversations
- Recognition
- Development planning

Course outline

Day 1: Performance Management Basics

09:00–10:08	Purpose of performance conversations
10:08–11:00	Common pitfalls
11:00–11:30	**Coffee break**
11:30–11:45	Common pitfalls (continued)
11:45–12:53	Continuous feedback
12:53–14:00	Exercise: current practice review

Day 2: Setting Expectations

09:00–10:08	SMART goals and standards
10:08–11:00	Behavioural expectations
11:00–11:30	**Coffee break**
11:30–11:45	Behavioural expectations (continued)
11:45–12:53	Agreeing measures
12:53–14:00	Workshop

Day 3: Feedback Skills

09:00–10:08	Evidence-based feedback
10:08–11:00	Positive and developmental feedback
11:00–11:30	**Coffee break**



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11:30–11:45	Positive and developmental feedback (continued)
11:45–12:53	Receiving feedback
12:53–14:00	Practice rounds

Day 4: Under-Performance

09:00–10:08	Diagnosing causes
10:08–11:00	Improvement plans
11:00–11:30	**Coffee break**
11:30–11:45	Improvement plans (continued)
11:45–12:53	Documenting fairly
12:53–14:00	Role plays

Day 5: Development and Recognition

09:00–10:08	Recognising strong performance
10:08–11:00	Career conversations
11:00–11:30	**Coffee break**
11:30–11:45	Career conversations (continued)
11:45–12:53	Follow-up routines
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Vienna Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,940.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Vienna Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,940.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
Kuala Lumpur Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.–**
London Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.–**
Paris Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,860.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Barcelona Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,840.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.–**
Cape Town Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,890.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	17 May 2027	21 May 2027	**£3,150.–**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.–**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,890.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**£3,150.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Barcelona Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,840.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,890.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Dubai Confirmed dates	27 Sept 2027	1 Oct 2027	**£3,150.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.-**
Istanbul Confirmed dates	18 Oct 2027	22 Oct 2027	**£2,650.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.-**
Amsterdam Confirmed dates	29 Nov 2027	3 Dec 2027	**£2,540.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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