

# 2008 Seminar Programme

## Improving Results Through Inspired Performance Management

Relationship building is one of the most critical factors in improving results. Relationships internally and externally need to be nurtured to get the best results.

Key Performance Indicator's (KPI's) can be used to boost morale and increase motivation, if used correctly. They should enable the business to check that results from the main business processes are driving towards the strategic aims whilst identifying opportunities for improvement and encouraging behavioural change.

This seminar will deal with building relationships and using KPI's to maximum effect within the business.

- Building trust and empathy
- Learn to listen and put the other person first
- Using the systems to develop great internal and external relationships
- Developing KPI's and inspiring performance in others
- Effective communication to the employee - motivating and energising performance
- Simple steps to deal with under performance
- Reporting mechanisms & dashboards

Date	Location	Seminar Code
16 September 2008	Manchester	IPMM1
17 September 2008	Leeds	IPMSL1

These seminars run from 2.00 - 5.30pm - **Book online [www.boreaspartnership.co.uk](http://www.boreaspartnership.co.uk).**

Price £145 non-members, £125 members plus vat. A discount of 15% will be applied to bookings of more than 3 people on the seminar.

