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The Jumping Boy's Top Tips for March

Courses coming up at Chilston Park, Lenham.

- [Performance Management and Appraisal](#) - 21st March
- [Finance for Non-Financial Managers](#) - 22nd March
- [Internal Auditing](#) - 22nd March
- [Managing Poor Performance and Difficult Behaviour](#) - 28th March

Tip 1: Keeping an eye on the profits

Not everyone is required to be on top of the finances to the same extent as the Finance Director. It is fair to say though that each member of staff, whatever their role, should have a clear understanding of how their contribution to the business impacts on the bottom line. Having a basic knowledge of the principles of the finances and the terminology used means that when cascading this information to everyone in the business, there is a clear understanding of where you are, where you are aiming to go and how you aim to get there.

Learn more: '[Finance for Non-Financial Managers](#)' on 22 March at Chilston Park, Lenham, Kent.

Tip2: Getting the most out of your staff

For each member of staff you need to ensure that performance management is undertaken in a structured and positive fashion. Appraisals are not an opportunity for a quick coffee, once a year, for you to tell them how they are doing! This should be a

two way communication between Line Manager and staff member and should be ongoing throughout the year - there should be no surprises on either side and a collaborative relationship ensures development for the individual; a chance to reflect on performance to date and to address any issues that have arisen so they can be nipped in the bud and support and/or further action taken.

Learn more: '[Performance Management and Appraisal](#)' on 21 March at Chilston Park, Lenham, Kent.

Tip 3: Handling the tricky staff issues...

No manager likes to have that tough conversation when there are performance issues. However by doing this positively and proactively early on, you can nip problems early, avoiding competency or capability becoming part of the performance management agenda. With empathy and understanding about what drives people in their day to day performance you can monitor and deal with issues successfully. Use the “peeling back the layers” technique to dig deeper - there may be more to the behaviour and actions than first appears on the surface. Ask questions, listen carefully and work collaboratively with the staff member to ensure a positive outcome for them and the business.

Learn more: '[Managing Poor Performance and Difficult Behaviour](#)' on 28 March at Chilston Park, Lenham, Kent.

Remember **REGISTERED CHARITIES** receive a 20% discount off the advertised price of the course.

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