Centra Training

TRAINING TODAY • SKILLS FOR TOMORROW • CARE FOR LIFE

RECOGNISED TRAINING EXPERT CARE

Certificate of Achievement

This certifies that

Emma Hanson

has successfully completed the

Understanding Performance Management

Delivered by Centra Training, this course helps learners understand Performance Management CPD module, demonstrating an understanding of the performance management cycle, disciplinary and grievance processes, and the causes of poor performance. This includes applying strategies to improve and retain high performance, giving feedback and managing difficult conversations, and using role modelling, coaching and mentoring to build a culture of responsibility and accountability.

Quality Assured Care Learning
Government Recommended
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QUALITY TRAINING BETTER OUTCOMES

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