**Powerful Conversations – Session 2 – Workload & Performance Management**

Fire & Rescue NSW Performance Partnering Example

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**Task 1 – How do you engage with your team?**

In your peer groups outline your team performance management process:

1. Is your process structured or unstructured
2. What is the timeframe, 6 monthly/Annually.
3. Does the process impact on promotion or progression
4. How well does your system work?

**Task 2 – How do you manage workloads?**

Workload Management – Job Demand v Job Control

1. Do you have sufficient staff and resources?
2. Are you and your people empowered to solve problems
3. What are the difference demands between proactive and reactive work?

**Task 3 – How do you recognise achievements and address performance problems**

Scenario A

You receive a call from a peer from another work area, one of your team stopped and assisted him and his wife, after his wife was involved in a bicycling accident, while off duty. Your peer was very complementary about the professionalism displayed by the team member.

1. Develop a script to recognise a positive outcome
   1. How is this recognition shared and acknowledged?
   2. What systems could you use to promote positive outcomes

Scenario B

A member of your team joined the rest of your crew to watch a game of football while on shift, this was a welcome act as the team member usually keeps to themselves when at work. The team member was passionately supporting his team however his language was not appropriate for the workplace.

1. Develop a script to address substandard outcomes
   1. How and where is this conversation conducted
   2. How is this feedback recorded and tracked?