

€ TRAINING

Performance Management





Performance Management

Introduction:

Performance Management is ensuring that the employee and the organization are focused and aligned towards strategic priorities. This Performance Management online training course will show you how to integrate Performance Objectives, Critical Success Factors, and Key Performance Indicators into a performance management system applied by a highly skilled leadership, managerial, and supervisory team.

This will enable the top-performing companies to not only develop future and existing leaders but also formulate robust performance management processes. This includes regular performance reviews and detailed appraisals, merit-based reward and recognition, staff development aligned with business needs, and defensible approaches to low or non-performance. Managers need to customize their strategies to each staff, whether developing stretched goals for over-performers or dealing with difficult and or low-performing staff. The correct design and usage of SMART objectives also enable requisite to follow through and play an integral part in any performance management system.

It is developed after extensive research and is aligned to global best practices and benchmarks. This training course on Performance Management will also prove invaluable for experienced leaders who want to build their skills to the next level, and for managers who have had no formal experience or training with regards to managing performance.

Course Objectives:

At the end of this course the participants will be able to:

- Design, develop and implement a strategy-based performance management action plan that aligns to sustaining a high-performance culture and optimal financial business outcomes
- Identify and build core behaviors required in performance planning
- Commit to and promote sound performance management principles
- Understand how motivation in the workplace can produce expected results from your employees
- Learn proven ways to reward and sustain excellent performance
- Ensure that all team members are united and dedicated to their goals
- Manage expectations on how staff's progress will be measured
- Provide useful constructive feedback and continuous coaching for results
- Adequately prepare for the performance review
- Develop, contribute and sustain a High-Performance Culture

Targeted Audience:

- Human Resource
- Employment Relations
- Personnel Staff
- All Line Managers
- Team Leaders
- Supervisors
- Learning & Development
- Training Officers

- Supervisors who are or will be accountable for the use and application of performance management and appraisal techniques

Course Outlines:

Unit 1: Introduction to Performance Management:

- The Context and Business Case for Performance Management
- Strategic and Integrated Performance Management
- The Importance of Establishing a Culture of High Performance
- The Principles and Building Blocks of Effective Performance Management
- The Role of HR and Leaders within Performance Management
- Motivational Theories, Models and their Role in Performance Management
- The Psychological Contract in Practice

Unit 2: Performance Management: Setting Performance Objectives:

- What are the performance objectives?
- Key Elements of Performance Objectives - SMART
- The Importance of Agreeing to Objectives
- Quantitative and Qualitative Objectives
- Developing SMARTMaC Objectives
- Setting Objectives
- Achieving Holistic Organization Integration - Vertical, Horizontal and Functional

Unit 3: Performance Management: Key Performance Indicators KPIs:

- What are KPIs?
- Significance of Performance Objectives and KPIs
- Developing the Best KPIs for Your Organization
- Designing KPIs that Matter
- The Value of the Balanced Scorecard BSC
- The Purpose of Employee Appraisal
- Managing Challenges with the Employee Appraisal

Unit 4: Performance Management: Managing Performance:

- Monitoring Employee Performance with Ongoing Review
- Addressing the Performance Gap - Proven Approaches to Solving Performance Problems
- Managing a Performance Problem
- Improving Attendance at Work - Resolving Absences and Sick Absences
- Agreeing with the Performance Appraisal Rating
- Performance Appraisal and the Link to Rewards and Recognition
- Benchmarked Performance Appraisal Methods

Unit 5: Impact of Positive and Constructive Feedback and Coaching:

- Optimal Feedback Models to Provide Constructive and Developmental Feedback
- Impact of Giving and Receiving Useful Feedback
- Coaching for Effective Performance
- Continuing Professional Development: Personal Development Planning PDP

- Review, Summary, and Final Evaluation