

€ TRAINING

Performance Management



6 - 10 May 2024
Milan (Italy)



Performance Management

REF: M2324 DATE: 6 - 10 May 2024 Venue: Milan (Italy) - Fee: 5940 Euro

Introduction:

This training program is designed to equip participants with the essential skills and knowledge needed to effectively manage and enhance the performance of individuals, teams, and organizations. Through a combination of interactive sessions, practical exercises, and real-world examples, participants will gain insights into the principles and practices of performance management.

Program Objectives:

At the end of this program, the participants will be able to:

- Understand the fundamentals of performance management and its importance in achieving organizational goals.
- Learn how to set clear performance expectations and goals for individuals and teams.
- Develop the skills to provide constructive feedback and conduct meaningful performance evaluations.
- Explore techniques for identifying performance gaps and implementing targeted improvement plans.
- Discover strategies for fostering a culture of continuous improvement and employee engagement.
- Gain insights into effective communication and coaching methods to enhance performance.
- Acquire tools for handling performance-related challenges and conflicts within teams.

Targeted Audience:

- Managers and Supervisors.
- Human Resources Professionals.
- Team Leaders.
- Executives and Business Owners.

Program Outlines:

Unit 1:

Understanding Performance Management:

- Introduction to Performance Management.

- Benefits and Significance of Effective Performance Management.
- Key Concepts: Performance, Productivity, and Engagement.
- Linking Performance Management to Organizational Success.

Unit 2:

Setting Performance Expectations:

- Defining Clear Performance Goals and Objectives.
- SMART Goal Setting Methodology.
- Aligning Individual Goals with Organizational Goals.
- Cascading Performance Expectations across Teams.

Unit 3:

Providing Feedback and Coaching:

- The Art of Constructive Feedback.
- Feedback Models and Techniques.
- Coaching for Performance Improvement.
- Role of Effective Communication in Feedback.

Unit 4:

Performance Evaluation and Appraisal:

- Approaches to Performance Appraisal.
- Designing and Conducting Performance Reviews.
- Addressing Strengths and Areas for Development.
- Performance Ratings and Calibration.

Unit 5:

Performance Improvement Strategies:

- Identifying Performance Gaps and Root Causes.



- Developing Performance Improvement Plans PIPs.
- Employee Development and Training Opportunities.
- Building a Culture of Continuous Improvement.