

PERFORMANCE MANAGEMENT SKILLS FOR LEADERS

INTRODUCTION

Establishing a good performance management process helps managers to work with their staff and maintain an ongoing discussion on performance issues. Establishing a performance plan develops a clearer understanding of the performance expectations and minimises subjectivity in performance evaluation. By conducting this process well, it can help your staff contribute effectively to the organisation's goals while achieving their personal/career development goals.

WORKSHOP OBJECTIVES

- Enable your organisation to achieve its business plan through the aligned, collective action of all staff
- Support the effective implementation of the organisation changes required to meet your organisation's strategy and value
- Enable each individual to understand their performance and develop relevant strategies to improve
- Provide insight into training and development, succession planning and reward

WORKSHOP OUTLINE / CONTENT

- Overview of Performance Management
- Best and Worst Performance Review Discussions
- What is Performance Management
- Roles and Responsibilities of Manager and Staff
- Review of Objective Setting
- Writing Goals - Self and Direct Reports
- Qualitative Goals vs Quantitative Goals
- Understanding the performance behaviours in your organisation
- Translating behaviours to scenarios in various jobs
- Introduction to Performance Coaching
- Beliefs of a good coach
- Introduction to Performance Review Conversation
- Steps in Preparation of Performance Review Discussion
- How to deal with difficult Performance Review
- Practice: Conducting the Appraisal Session
- Introduction to Performance Evaluation
- Understanding the Ratings
- Common Evaluation Errors

TRAINING METHODOLOGY

The workshop will be activity-based and interactive with experiential and accelerated learning. It will involve case studies, role play, games, exercises, videos and demonstrations. Participants will be fully engaged for optimal learning and maximum results.