SUCCESSFUL PERFORMANCE MANAGEMENT

HRM012

COURSE DESCRIPTION

This course teaches the basics of clarifying performance expectations, reviewing performance, coaching for improved performance and appraising performance. Though the course suggests the philosophical approach of using performance management as employee development system, the course also deals with the difficult questions of adding pay and promotion evaluations and the handling of employee disagreement. The course also reviews methods for clarifying expectations and measuring "soft" performance areas.

COURSE GOAL

This course is a must for implementing a performance management system in an organization. Virtually every company has some system for setting expectations and reviewing performance against them. However, this course will lead to develop a culture in which performance is the key.

COURSE OBJECTIVES

By the end of this course, participant will be able to:

- Apply the concepts and methods of actively managing the performance of employees.
- Understand the necessities of developing a "Performance Management System".

WHO SHOULD ATTEND

- Human Resource Employees
- Employment Relations
- Personnel Staff
- All Line Managers
- Team Leaders
- Supervisors
- Learning & Development Employees
- Training Officers
- Supervisors who are or will be accountable for the use and application of performance management and appraisal techniques

COURSE DURATION

5 Working Days

COURSE OUTLINES

- An overview of performance management.
- The changing concept and cycle of performance management.
- The benefits and barriers to managing performance here.
- Demonstrate the role a manager should play in the performance management system.
- Participate in a collaborative goal-setting process that reflects overall organization goals.
- Use ongoing feedback and effective performance-based communication.
- Deliver a collaborative performance appraisal.
- Interviews and reviews.
- The annual evaluation.