

MANAGE PERFORMANCE | DELIVER RESULTS

PERFORMANCE MANAGEMENT

2 DAY NON-CREDIT BEARING SHORT COURSE

This course provides managers with an understanding of the principles of performance management, the flow of the process, how to write performance objectives, conduct performance reviews, give constructive feedback and manage poor performance.



PARTICIPANT PROFILE

Team leaders, supervisors and managers who are responsible for managing individuals' performance as part of a structured performance management system.

COURSE CONTENT

An Introduction to Performance Management

- The performance management process
- Performance agreements and performance objectives
- Goal alignment
- Writing performance objectives
- Competencies and competency statements

The Performance Review

- Ten stupid things managers do to derail performance reviews
- The benefits and uses of effective performance reviews
- Performance monitoring and measurement
- Preparing for the performance review
- Conducting the performance review
- Giving constructive feedback
- Recording the performance review

