Performance Management Course

Duration: One day
Delegate No: Min 3, Max 12
Times: 09:30 - 16:30

Target Audience

• Our performance management training is aimed at individuals in line management who have a responsibility for managing the performance and conduct of staff/employees at work.

• The training is aimed at organisations wishing to gain a consistent approach to performance management or about to introduce performance management process and appraisal into their organisation.

Course Aim

• This interactive one-day training course will bring consistency in applying performance management within the business. It helps managers and team leaders recognise their role and contribution to effectively manage performance and conduct at work.

• A link can be made to the organisation’s policies throughout the course to help embed effective performance management techniques and practices into an existing framework.

Course Objectives

By the end of this one-day training course, the participants will have:

• Shared a common understanding on how performance management can be effectively utilised to raise the performance of individuals and teams.

• Enhanced their skills in setting clear expectations and objectively measuring individual performance using performance objectives and competencies as key measures.

• Identified and practised some performance management strategies and techniques to enhance the performance and motivation in underperforming and high performing team members.
# Course Outline (Morning Session)

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<th>Time</th>
<th>Session</th>
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| 09:30 | Welcome and introduction  
- Course objectives and outline for the day  
- Domestic arrangements and style of programme  
- Facilitator presentation and personal introductions |
| 09:50 | The principles of performance management  
- Core elements, principles and benefits of an effective performance management framework  
- Performance management cycle and purpose of the annual performance review  
- Organizations' performance appraisal process  
- Quiz, case study, presentation and group discussion |
| 11:00 | Coffee                                                                   |
| 11:15 | Setting performance measures  
- Objective setting process  
- Setting and communicating performance objectives  
- Identifying core behaviours that drive high performance  
- Presentation, the 'shoot out' exercise with facilitated group review, group exercise and discussion |
| 12:30 | Lunch                                                                    |
Course Outline (Afternoon Session)

13:15  Reviewing and assessing performance
- Reviewing different levels of performance
- Objectively assessing and rating performance
- Case study with group learning review and discussion

14:30  Raising awareness and giving feedback
- Different types of feedback
- Tips and practise sessions

15:00  Tea

15:15  One to one review meetings
- Structuring review meetings
- Giving constructive and motivational feedback
- Using questions to help employees review their own performance
- Presentation, skills practice in small groups, group learning review

16:15  Review and next steps
- Review of learning and action planning
- Course feedback

16:30  Close

The training will be supported with:

- An optional participant pre-course questionnaire and/or pre-course reading.
- A colour printed workbook with tips, techniques and space for personal notes.
- An optional performance guide summarising the key points

Client reviews

★★★★★ 4.7/5 stars from 30 reviews on Freenindex and Google