



Performance Management

Duration: 1 Day **Course Code: GPME100**

Overview:

People and organizations are under constant pressure to perform at increasingly high levels. The probability of achieving targeted results is significantly increased when both managers and employees work within a practical and focused performance management framework. Effective performance management includes three steps – Planning, Coaching, and Reviewing. Planning ensures that performance goals are clear and mutually understood, that there is appropriate alignment between individual goals and the organization's direction, and that both managers and employees understand how the results are to be achieved. Coaching needs must be assessed and then addressed with appropriate detail and frequency throughout the performance period. The Reviewing step includes evaluating actual results achieved, providing feedback about the results, and determining performance ratings. Each step in the performance management process provides the foundation for the subsequent step, and ensures that managers and employees are able to have meaningful and fact-based dialogue which will leverage successes and create useful insights from challenges.

Target Audience:

The one-day Performance Management course equips supervisors and managers with concepts, tools and skills to enhance the value of their organization's Performance Management process.

Objectives:

- After the workshop, you will be able to:
 - Plan individual and team goals in alignment with the organization's goals and help others see how their work connects to higher-level goals
 - Formalize and communicate clear and achievable annual performance goals for each individual
 - Provide appropriate context and required information when assigning work
 - Give individuals the freedom they need to complete assigned work
 - Be available to individuals as they complete assigned work
 - Provide specific feedback and explicit agreements about future actions
 - Provide work assignments that are challenging and developmental
 - Create a positive experience when reviewing progress
 - Provide feedback in the context of previously defined performance standards
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Prerequisites:

- There are no prerequisites for this course
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Follow-on-Courses:

- There are no follow-ons for this course
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Content:

1. The Performance Management Course focuses on the following competencies:

- Planning Performance
- Coaching Performance
- Providing Feedback
- Reviewing Results

2. Benefits for the Individual

- A clear process to guide communication with employees through the Performance Management cycle
- Active engagement of direct reports in the work of the organization
- Confidence in the ability to have meaningful and fact based performance discussions

3. Benefits for the Organization

- Skilled managers who can grow and develop employees
- Engaged employees being treated fairly and consistently
- Solid observations and data used as the basis for reward and recognition
- Fewer discrepancies between managers and employees regarding annual performance appraisals

Additional Information:

The Performance Management Course focuses on the following competencies: Planning Performance Coaching Performance Providing Feedback Reviewing Results

Benefits for the individual: A clear process to guide communication with employees through the Performance Management cycle Active engagement of direct reports in the work of the organization Confidence in the ability to have meaningful and fact based performance discussions

Benefits for the organization: Skilled managers who can grow and develop employees Engaged employees being treated fairly and consistently Solid observations and data used as the basis for reward and recognition Fewer discrepancies between managers and employees regarding annual performance appraisal

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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