

Performance Management



Outcome

Our course touches on the organisation itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping an organisation and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organisation and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

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Course Outline

The Basics – Part I and II

What is Performance Management?
How does Performance Management work?
Tools
Three phase processes
Assessments
Performance reviews

Goal Setting

Specific goals
Measurable goals
Attainable goals
Realistic goals
Timely goals
Monitoring results

Establishing Performance Goals

Strategic planning
Job analysis
Setting goals
Motivation

360 Degree Feedback

What is 360 Degree Feedback?
Vs traditional performance reviews
The components

Competency Assessments

Competency assessment defined
Implementation
Final destination

Kolbs Learning Cycle

Experience
Observation
Conceptualisation
Experimentation

Motivation

Key factors
The motivation organisation
Identifying personal motivators
Evaluating and adapting

The performance Journal

Record goals and accomplishments
Linking your employees or managers
Implementing a performance coach
Keep track

Creating a Performance Plan

Goals
Desired results
Prioritisation
Measure
Evaluation

Who Should Attend

CEO's
General Managers
Managers
Supervisors
Human Resources