

# Performance Management



A 2-day programme

## Who for:

Line Managers requiring an insight into performance management, an understanding of the process, their role within it and the skills to be able to operate it fairly and effectively.

## In this programme, you will learn and practise:

- Responsibility in managing performance; the manager's responsibility, the individual's responsibility
- Defining the purpose and process, the 5-stage 'Cycle of Managing Performance', the difference and links between performance management and appraisal
- Clarifying expectations, establishing job roles and priorities (KRA's), defining tasks and responsibilities, setting standards
- Assessing performance against standards objectively, fairly and consistently
- Reviewing performance. How to give feedback professionally and usefully, including critical feedback
- How to receive feedback. Skills for responding constructively
- Participating effectively in optimising your own performance
- Goals, targets and objectives; setting and agreeing useful goals; making the commitment; action planning
- Development planning; process and responsibilities
- Brief overview of the Disciplinary Process; what happens if all else fails?

