

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?

