

# Managing Employee Performance and Performance Appraisals (full day)

## Course Outline



This course is designed to provide managers with a robust knowledge of all the facets of the substandard performance management process which will allow the participant to confidently conduct a process which is of value both to the employee and manager.

### Content modules:

- Substandard performance management policies and procedures
- Substandard performance management process
- Understanding the intent of the process
- The manager's roles within the process – roles and responsibilities
- The role of planning
- Human considerations for managing a process
- Support mechanisms for managers and employees
- Rewarding employees simply – how to inspire productivity
- Interpersonal skills for effective performance management
- How to provide constructive feedback – the good, the bad and the ugly
- Coaching and mentoring
- Behaviour styles – understanding your behavioural impact and the impact of others' behaviour on you
- Writing SMART objectives/KPIs

### Learning outcomes:

- Understand the substandard performance management process and the components within
- Understand the intent of the process
- How to write and monitor realistic and achievable performance measures

### Learning styles:

- Case study analysis
- Interactive group discussion
- Presentation of information
- Group workshops
- Individual learning and reflection
- Video and role play
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*"The course was informal and relaxed with a clear focus on the participant."*

*"[The presenter] was very knowledgeable and a good speaker."*

*"I have found this course extremely valuable."*

*"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."*