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Performance Management Course

Duration

1 Day (08:30 - 16:00)

Objectives

Performance Management course teaches students the basics of creating a performance plan and the appraisal process. Students will learn how to conduct a performance-planning meeting, document the performance plan, provide positive and constructive feedback, coach employees during the appraisal period, appraise employee's performance, conduct an appraisal discussion, and document an appraisal. Course activities also cover communicating to performance problems to employees, making performance improvements, conducting a status meeting, and documenting ongoing communication. Students will also learn how to respond to a defensive employee, resolve conflict in an appraisal discussion, and understand the laws governing the appraisal process to reduce the risk of legal challenge. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure students success. Comes with a companion CBT program.

Who should attend?

This course is aimed at managers, supervisors and team leaders who manage their employees' performance more effectively.

Prerequisite

None

Course Outline

1. Understand Performance Management
 - Performance management
 - Performance management plan
 - Job description
2. Performance-Planning Meeting
 - Understand performance-planning meeting
 - Process for providing feedback
 - Coaching employees
3. Appraising Employee's Performance
 - Performance appraisal process
 - Gather appraisal materials
 - Prepare for an appraisal discussion
 - Leading an appraisal discussion
 - Respond to and resolve conflict
4. Legal Appraisal
 - EEO laws
 - Risks of legal challenge
5. Performance Improvements
 - Plan performance improvements
 - Conducting status meetings
 - Maintaining documentation

To check the course schedule, location, pricing and to book online please visit http://www.multimediacentre.co.za/courses/performance_management.php

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.