



## PERFORMANCE MANAGEMENT

# Course Template

### **Outcomes:**

Participants will be able to set appropriate goals for their staff, coach and motivate them towards the achievement of those goals, and provide effective, regular feedback on individual staff performance. They will be able to recognise achievements and deal appropriately with poor performance.

### **Target Audience:**

All staff who manage staff and/or carry out performance appraisals on others (12-16 participants)

### **Duration:**

One full day or two half days

### **Objectives:**

On completion of the training, participants will be able to:

- demonstrate commitment to making performance management a top priority
- carry out performance planning with their staff in a timely, effective manner
- provide constructive feedback and performance reviews in an assertive, empathic and timely manner
- help their staff to establish and achieve their development plan

### **Key Content:**

- Objectives of the performance management system
- The key players
- The performance management cycle
- Recognising good performance and dealing with unacceptable performance
- The Development Plan
- The performance appraisal forms and processes
- Minimising rating errors

### **Comments by Participants:**

- *This is a very well done workshop overall*
- *It helped clarify the process and not make it seem like a thing to dread*
- *Very thorough and informative*
- *It exceeded my expectations. Was expecting a boring monologue.*
- *My opinion of performance appraisals has greatly improved. I came to this session thinking that they are a waste of time*
- *Learnt more than I expected*
- *Very instructive and instilled a new-found desire and commitment to ensuring performance management is given highest priority*
- *Better than I thought*
- *Completely satisfied*
- *This was an effective and rewarding experience*
- *Came away with achievable goals that aren't too scary to deal with*