

PERFORMANCE MANAGEMENT

Objectives of the programme:

Getting good performance from your employees is critical to any business, to remain competitive, you simply must get value for money in terms of staff contribution. Here we examine the cause of poor performance and explore ways to progressively tackle, and then improve performance of the people you manage or lead.

By the end of the course delegates will be able to:

- Identify the elements of the performance management process
- Understand how performance management links to the needs of their business
- Examine different motivation & learning styles, abilities and needs
- Establish how to identify training and development needs
- Explore motivation, and performance management needs on a organisation, team and individual level
- Identify different motivation and development opportunities and activities to meet identified needs
- Explore how to prepare and plan for a performance management session
- Examine methods of review and evaluation of performance
- Produce an action plan for the performance manager and the employee

Who should attend?:

The programme is aimed at all people who manage and appraise staff, with a view to increasing the business results and building a high performance culture.

Topics Covered:

- Performance Management Process
- Identifying training and development needs
- Linking training and development to the business
- Methods of evaluating & communicating performance targets
- Identifying areas for improvement
- Coaching to improve performance – giving feedback
- Managing poor performance
- Setting and managing performance goals
- Using the disciplinary process

Extra Encouragement:

This two-day programme is designed to be highly practical and participative to allow managers to experience first hand the necessary skills, knowledge and understanding required to increase the performance of their team.

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