

COURSE OUTLINE

Performance Management

Program Description:

This interactive two-day program presents the performance appraisal process as an opportunity to strengthen the performance of those you manage, and formalizes the communication process used therein. While they are both components of the overall performance management process, you will learn that developing individual performance development plans for your direct reports is different from conducting an annual performance review. You will learn how to use the “SMART” approach to devise appropriate annual performance objectives. Tips and techniques for effectively coaching your staff and monitoring performance during the performance management process will be discussed. You will have several opportunities to practice what you learn through role plays, case studies, and other activities. As a result of attending this program, you will significantly enhance your ability to give and receive objective and constructive performance feedback.

Learning Objectives:

- Articulate the benefits of using a performance development plan and the consequences of not having one in place.
- Distinguish the elements of an effective, integrated performance development system.
- Devise “SMART” annual performance objectives (e.g., objectives that are specific, measurable, attainable, relevant, and trackable).
- Understand the roles of manager and staff in the performance development process.
- Provide a culture of respect and trust within the performance development process by effectively coaching and listening to your direct reports.
- Practice giving and receiving objective and constructive performance feedback with confidence and reduced anxiety.
- Identify best practices for handling challenging situations in performance management.

Course Outline:

DAY ONE	DAY TWO
1. Introductions and Learning Objectives	6. Effective Listening Skills
2. Performance Management Defined (Elements of a Performance Mgmt System, Benefits of an Annual Performance Development Plan, The Performance Mgmt Timeline)	7. Monitoring Performance and Conducting Interim Meetings
3. Setting “SMART” Annual Objectives	8. Preparation for and Conducting the Annual Review Meeting
4. Roles of Manager and Direct Report in the Performance Development Plan	9. Handling Challenging Situations
5. Coaching Direct Reports During the Performance Management Cycle	10. Action Plan, Summary and Evaluation