

MANAGING PEOPLE PERFORMANCE



LEARNING OUTCOMES

- Explain the impact of successful performance management on you, your team and your organisation.
- Formulate appropriate objectives and KPIs for you and your team.
- Describe the purpose of formal and informal performance management.
- Develop effective performance management strategies for high performers.
- Determine the most appropriate performance management approach for individual situations.
- Control emotional responses to performance management discussions effectively.

COURSE OVERVIEW

This management course has been developed to provide supervisors, managers and team leaders with practical skills, tools and knowledge to assist in effectively managing each of your team members throughout the entirety of the year, and how to plan and facilitate the yearly performance conversation.

THIS COURSE IS IDEAL FOR

Supervisors, managers and team leaders who require practical tools and techniques to gain the cooperation and support of their staff or teams.

TOPICS COVERED IN THIS COURSE

Why learn about managing performance?

As a manager, it is important that you give people the opportunity to get it right.

Performance management process

Coaching and counselling are both processes for providing objective feedback, but how do you decide which approach to use in different situations?

Why coach team members?

A targeted coaching approach will often bring about the required change in behaviour or performance.

Giving feedback in an objective way

Feedback can be a gift to help others improve performance, but only if it delivered in the right way.

The 'hot stove' principle

Just as when you place your hand on a hot stove you instantly know it is hot, the same should happen for an employee that does something appropriate or inappropriate.

Managing difficult conversations

The two major problems managers have in dealing with team performance issues.

Performance management is for good performers too

Performance management is an ongoing management task, not just something that occurs twice a year as part of the yearly review process.