

PERFORMANCE MANAGEMENT

US 252034 / NQF Level 5 / 8 Credits

A quick search on Google will provide a range of compelling reasons as to why performance reviews are so important in any organisation. Ultimately, they provide an opportunity to regularise constructive communication between managers and their staff with the overall purpose of improving both employer and employee performance.

In this course, we explore Performance Management best practise to ensure that managers come away with the ability and skills required to effectively:

- Improve overall performance
- Increase employee engagement
- Identify promotion opportunities
- Identify training needs
- Strengthen relationships and loyalty
- Address shortcomings in performance

WHO SHOULD ATTEND

- Executive team members
- Heads of department and section heads
- Divisional managers and heads
- Second level managers
- Managers who may have more than one team reporting to them
- Business owners

HOW YOU WILL BENEFIT

- Delegates will be able to:
 - Formulate performance standards for team members
 - Establish systems for monitoring performance of team members
 - Prepare for a performance review of a team member
 - Conduct performance review interviews
- The organisation will benefit through
 - Improved performance of staff as a result of effective performance management by line managers
 - Improvement in motivation levels
 - Greater understanding of roles and responsibilities
 - A reduction in staff turnover

WHAT WILL BE COVERED

- Methods for formulating key result areas and performance standards
- Types of systems for monitoring performance
- Processes for conducting performance reviews
- Methods of giving constructive feedback
- Practical exercises in conducting performance reviews

PTO For Table of Contents

Two-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

TABLE OF CONTENTS

Module 1 Formulate Performance Standards for Team Members	Module 2 Establish Systems for Monitoring Performance
<ul style="list-style-type: none"> • Formulating performance standards to be achieved by team members in relation to the unit's goals, objectives and deliverables • Ensuring that the performance standards are clear and concise and specify the activities to be performed and the standards to which they are to be performed • Incorporating feedback from team members into the performance standards to promote the buy-in of team members in a unit • Recording and document performance standards according to the entity's policies and procedures 	<ul style="list-style-type: none"> • Identifying and reviewing a variety of performance monitoring systems for possible use in a unit • Ensuring that the performance monitoring system selected is in line with the entity's policies and procedures for performance assessment • Communicating the performance monitoring system to team members to promote buy-in • Setting up the system for monitoring performance against standards in accordance with the entity's policy and procedures

Module 3 Prepare for a Performance Review of a Team Member	Module 4 Conduct a Performance Review Interview
<ul style="list-style-type: none"> • Agreeing the arrangements for the performance review with the team member, including the time, place and nature of the review • Conducting the preliminary assessment of performance against the agreed standards using monitoring systems • Documenting information gathered during the preliminary assessment to be available for future reference • Identifying methods for giving constructive feedback that make provision for reporting positive and negative findings • Preparing documents to be used during the review in accordance with the entity's policies and procedures 	<ul style="list-style-type: none"> • Conducting the review in accordance with the arrangements previously agreed with the team member • Ensuring that the feedback provided to the team member is relevant and fair and communicated in a constructive and supportive manner • Recording findings on positive and negative aspects of the member's performance accurately, fairly and honestly for report back and follow-up • Agreeing upon an action plan to address performance gaps and build on positive performance with the employee • Documenting agreed actions and sign it (by both parties)