

PERFORMANCE MANAGEMENT

From Goals to Growth

US 11473 / NQF Level 4 / 8 Credits

Equip yourself with the tools to drive performance and success

Great organisations don't achieve success by accident - they set clear goals, measure progress, and create a culture of accountability. Without a structured performance management approach, teams struggle with misalignment, unclear expectations, and inconsistent results.

This course provides the essential tools to ensure that performance is not just managed but actively driven. By mastering the principles of performance management, you will empower your team to meet objectives, enhance productivity, and contribute to organisational success.

WHO SHOULD ATTEND

- Line managers and supervisors responsible for team performance
- Managers focused on employee development and goal alignment
- Professionals managing individual and team performance

HOW YOU WILL BENEFIT

- Align individual and team objectives with organisational goals
- Set and measure performance goals effectively
- Formulate actionable development plans for continuous improvement
- Encourage and manage high performance within your team
- Address performance gaps constructively
- Monitor and evaluate performance using structured techniques
- Provide clear, constructive, and respectful feedback

Two-day course 08:30 - 16:00

Tel: (031) 267 1229

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

WHAT WILL BE COVERED

Setting performance goals and measures

- Understanding the purpose of Performance Management
- Methods to set performance goals and SMART goals to align with business strategy
- Quantifying performance measures for individuals and teams
- Communicating expectations and obtaining buy-in
- Implementing standards, performance contracts, and targets

Formulating development plans

- Identifying competencies needed for success
- Creating development plans with clear actions, timelines, and responsibilities
- Aligning development plans with career paths and legal requirements
- Facilitating agreement and commitment to development initiatives

Monitoring and evaluating performance

- Applying valid and reliable performance evaluation techniques
- Ensuring alignment between performance goals and organisational values
- Tracking progress and updating records for performance management
- Identifying and addressing performance gaps effectively
- Conducting performance reviews and providing structured feedback
- Encouraging continuous improvement and recognising achievements

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