

PERFORMANCE MANAGEMENT

Aligning Performance with Business Success

US 252034 / NQF Level 5 / 8 Credits

A culture of accountability makes a good organisation great

Exceptional organisations don't leave performance to chance - they create structured systems that drive individual and team success. Without a clear performance management approach, businesses risk disengagement, misalignment, and lost productivity.

This course equips managers and business leaders with techniques to formulate performance standards, implement effective monitoring systems, and conduct performance reviews that inspire accountability and continuous development.

By honing these skills, leaders can enhance workforce motivation, optimise productivity, and build a culture of excellence where both employees and organisations thrive.

WHO SHOULD ATTEND

- Executive team members
- Heads of departments and section heads
- Divisional managers and business unit heads
- Second-level managers
- Leaders overseeing multiple teams
- Business owners seeking to enhance organisational performance

HOW YOU WILL BENEFIT

- Develop clear and measurable performance standards
- Implement effective performance monitoring systems
- Prepare thoroughly for performance reviews
- Conduct structured, constructive performance review interviews
- Provide meaningful feedback that enhances motivation and engagement
- Address performance gaps while recognising and rewarding achievements
- Strengthen leadership capabilities to drive organisational success

Two-day course 08:30 - 16:00

Tel: (031) 267 1229

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

WHAT WILL BE COVERED

Formulating performance standards for team members

- Defining performance standards aligned with business goals
- Ensuring standards are clear, measurable, and actionable
- Incorporating team feedback to drive engagement
- Documenting performance expectations in line with company policies

Establishing systems for monitoring performance

- Identifying and selecting effective performance monitoring systems
- Aligning monitoring methods with organisational policies
- Communicating expectations to teams for better accountability
- Setting up structured tracking and reporting mechanisms

Preparing for a Performance Review

- Agreeing on review arrangements with employees
- Conducting preliminary performance assessments
- Gathering and documenting performance data for reference
- Identifying effective feedback techniques to drive improvement

Conducting a Performance Review Interview

- Structuring and conducting effective review meetings
- Providing fair, constructive, and motivating feedback
- Recording performance outcomes and next steps
- Collaborating on action plans to address gaps and build strengths
- Documenting agreed-upon actions and securing buy-in

Two-day course 08:30 - 16:00

Tel: (031) 267 1229

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