

## **PERFORMANCE MANAGEMENT**

Performance Management is a management tool aimed at organizing a team towards the achievement of their business objectives.

### **Key focus**

1. Understand benefits of performance management and know how their performance contributes to the success of their organization
2. Know their role in the performance management process
3. Know how to rate KPI's and competencies
4. Understand feedback and coaching techniques
5. The need to have accurate, objective and timely feedback to maximize employee performance;
6. How to write Personal development plans for employees in order to improve performance

### **Who will benefit**

This foundational class is designed for management with limited experience and any supervisor or manager looking for a comprehensive understanding of the performance management and to use it as a tool for conducting a performance appraisal, coaching and feedback.

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## Day one

### Module 1

- ▶ Terms and definitions
- ▶ Importance of performance management to an organization
- ▶ Designing the performance management system
- ▶ Pitfalls to avoid

0900-1030

*Morning tea break*

1030-1045

### Module 2

- ▶ Overview of performance management system
- ▶ Performance Planning - KPIs
- ▶ Your role as an appraiser or reviewer

1045-1300

### Module 3

- ▶ Performance Management Cycle involves four stages
- ▶ Performance Planning
- ▶ Project based Goals

*Lunch*

1300-1400

- ▶ Balance Scorecard concept and associated KPIs
- ▶ Assigning weights to KPIs and target setting
- ▶ Why is establishing Performance Measurements so important
- ▶ Category of Performance Measures
- ▶ Types of Key Performance Indicators

1400-1530

*Afternoon tea break*

1530-1545

### Module 4

- ▶ Performance Planning – Competencies
- ▶ Core and functional competencies
- ▶ Identification of core competencies for your organization, industry  
– video presentation
- ▶ Levels of competencies

1545-1700

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**Day two**

**Module 5**

- Observing behaviors
- Recording evidence – group exercises
- Rating competencies – exercises on how to rate competencies
- Weightage between KPIs and competencies
- Overview of 360 degree feedback

0900-1030

*Morning tea break*

1030-1045

**Module 6**

- Definition and objectives of performance appraisal
- The appraisal process
- Challenges to performance appraisal
- Appraisal methods
- Roles of appraisee, appraiser & reviewer during Mid-year review
- Roles of appraisee, appraiser & reviewer during Annual review
- Keys steps during an annual review
- Redressed process

1045-1300

*Lunch*

1300-1400

**Module 7**

- Coaching and Feedback
- How to conduct coaching and feedback
- Role Plays
- Qualities and benefits of good coaching – video presentation
- Application of Skill & Will Matrix

1400-1530

*Afternoon tea break*

1530-1545

**Module 8**

- Performance rewarding
- Linking performance with rewards
- Forced Ranking
- Linking PMS to other HR programs

1545-1700

**Module 9**

- Overcoming Performance Appraisal Problems
- Ten Ways to Get Better Performance Management Results

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