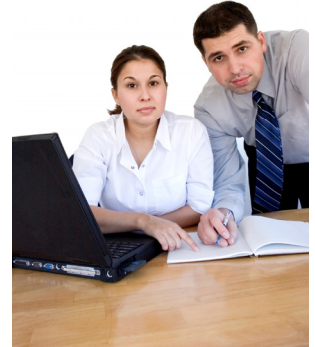


Course Description

Performance Management AMS234

Overview

Performance Management is the heart of the supervision process. It provides a systematic approach to setting performance expectations for employees, ensuring organizational objectives are met, and evaluating employee performance. It is the basis for ongoing, constructive dialogue between employee and manager. It forms the foundation for developing the company's human resources and for reinforcing the organization's values.



There are three fundamental managerial skills in Performance Management. The first is the preparation and monitoring of well-written objectives. The second is coaching, which includes the art of feedback. The third is managing the process in a culturally sensitive way to enable the diverse populations of the organization's workforce to make a full contribution. This course provides managerial tools to prepare plans, deliver appropriate performance feedback, correct and/or reward performance, and evaluate employee progress.

Learning Objectives

- Understand the performance management model—a four stage illustration of a cyclical process
- Understand the legal basis for performance management practices
- Prepare well written performance management goals
- Encourage productivity and employee satisfaction through coaching and feedback techniques
- Guide staff performance using considerations for individuals from diverse backgrounds
- Effectively conduct performance appraisals
- Link teamwork, performance, planning and appraisal
- Understand the relationship between performance management and staff development

Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Duration

Two days

Who Should Attend

All levels of supervisors and managers who are expected to manage employee performance would benefit by taking this course.