

Understanding Performance Management

INTRODUCTION

The purpose of this unit is to enable you to understand the value of performance management techniques and how to apply them in a fair and objective manner. This course helps individuals assess performance within a team to meet organisation and individual needs. An effective performance management process encourages your managers and employees to have regular ongoing conversations about goals and expectations, accomplishments and challenges, as well as development needs. This ensures your employees get the feedback and recognition they need to continue to improve and succeed.

COURSE OBJECTIVES

- By the end of the course, delegates will:
- Understand the value of assessing performance to meet organisation and individual needs
- Know how to manage performance of individuals in the team
- Understand the value of feedback in the workplace
- Know how to manage under performance in the workplace

COURSE DURATION: 1 Day Course

Equivalent to ILM Level 3 unit
Value of 2 Credits



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COURSE CONTENTS

Purpose and value of performance assessment at work

Ways to ensure fair and objective assessment

Preparations necessary for effective, valid and reliable assessments

How to conduct formal appraisals

Relevance of SMART objectives and how to set them

How to set performance standards

Importance of feedback to improve performance

Causes of poor performance (lack of skills, lack of knowledge, poor motivation, lack of incentives, lack of information)

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

