

Performance Management

What will you learn?

- Create a performance management process
- Identify and overcome the root causes of performance issues
- Manage defensive communication
- Give and receive constructive feedback
- Detect and eliminate the errors that affect performance management
- Conduct effective performance interviews

Why should you take this course?

This course is for you if you are a new manager, supervisor or team leader who is tasked with managing the performance of direct reports, or if you are an experienced manager wishing to acquire up to date knowledge in this area. The concepts and examples are relevant to all functional areas across industry sectors.

Overview and Course Content

Knowing how to manage the performance of your team is an essential skill for any successful leader. This interactive course looks at a variety of practical tools and methods, from setting goals to providing feedback and dealing with performance gaps. Participants are encouraged to bring examples of their own organization's performance management forms to the seminar for discussion and application work.

Introduction and Background

- Best practices in performance management
- The difference between performance appraisal and performance management

Defensive with Defensive Communication

- Defensive communication and how to respond to it
- How to give work assignments to direct reports and team members

The Interview

- Pre-interview preparation
- Conducting the interview
- Post-interview activities

Errors in Performance Management

- The normal curve
- How errors affect performance management and how to improve

Feedback

- What is feedback?
- Why it is important
- Why it is not always given
- How to give and receive feedback effectively

Role Plays

- Case study
- Practice interviews



Who is your instructor?

Paul Loftus has an established international reputation for his work in the area of Performance Management. He has been a keynote speaker on the topic at several international conferences and has published many articles in Management reviews worldwide. He regularly assists organizations in designing new systems, updating existing ones and conducting the accompanying training seminars for both managers and employees. He holds a Master's Degree in Industrial and Organizational Psychology.