

Performance Management For Better Results

About the Workshop

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

Learning Objectives

Upon completion of workshop participants will be able to:

- Define Performance Management
- Establish Performance Goals
- Conduct 360 Feedback
- Do Competency Assessment
- Kolb's learning cycle
- Motivate workers
- Write a performance journal
- Create a performance plan

Target Audience

This course will appeal to a wide range of audiences and is intended for HR Professionals.

Topics Covered

- 1. Getting Started**
 - a. Icebreaker
 - b. Housekeeping Items
 - c. The Parking Lot
 - d. Workshop Objectives
- 2. The Basics (I)**
 - a. What is Performance Management?
 - b. How Does Performance Management Work?
 - c. Tools
 - d. Case Study
 - e. Review Questions
- 3. The Basics (II)**
 - a. Three Phase Process
 - b. Assessments
 - c. Performance Reviews
 - d. Review Questions
- 4. Goal Setting**
 - a. SMART Goal Setting
 - b. Specific Goals
 - c. Measurable Goals
 - d. Attainable Goals
 - e. Realistic Goals
 - f. Timely Goals
 - g. Monitoring Results
 - h. Case Study
 - i. Review Questions
- 5. Establishing Performance Goals**
 - a. Strategic Planning
 - b. Job Analysis
 - c. Setting Goals
 - d. Motivation
 - e. Case Study
 - f. Review Questions
- 6. 360 Degree Feedback**
 - a. What is 360 degree Feedback?
 - b. Versus Traditional Performance Review
 - c. The Components
 - d. Case Study

- e. Review Questions
- 7. Competency Assessments**
 - a. Competency Assessment Defined
 - b. Implementation
 - c. Final Destination
 - d. Case Study
 - e. Review Questions
- 8. Kolb's Learning Cycle**
 - a. Experience
 - b. Observation
 - c. Conceptualization
 - d. Experimentation
 - e. Case Study
 - f. Review Questions
- 9. Motivation**
 - a. Key Factors
 - b. The Motivated Organization
 - c. Identifying Personal Motivators
 - d. Evaluating and Adapting
 - e. Case Study
 - f. Review Questions
- 10. The Performance Journal**
 - a. Record Goals and Accomplishments
 - b. Linking with Your Employees or Managers
 - c. Implementing a Performance Coach
 - d. Keeping Track
 - e. Case Study
 - f. Review Questions
- 11. Creating a Performance Plan**
 - a. Goals
 - b. Desired Results
 - c. Prioritization
 - d. Measure
 - e. Evaluation
 - f. Case Study
 - g. Review Questions
- 12. Wrapping Up**
 - a. Words from the Wise
 - b. Review of Parking Lot
 - c. Lessons Learned
 - d. Completion of Action Plans and Evaluations

Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

Duration: 12 hours