RESULTS BASED PERFORMANCE MANAGEMENT

TARGET AUDIENCE: General Managers & Directors, Development Managers, Middle-to-Senior level Managers, Government Officials , Project Managers, Team Members, M & E Practitioners, Planning Managers, Revenue Agencies, Civil Servants, ETC

COURSE DESCRIPTION

Enhancing performance is a vital part of the managerial toolkit when conducted effectively. It enables the employee and their manager to hold a highly constructive, two-way dialogue that brings about positive results in an engaging way. These performance appraisal methods are designed to help you prepare and structure the performance appraisals you are responsible to conducting.

Above all though, the most effective performance appraisals are those that are conducted in a supportive manner and style to bring out the best of an employee and their manager. It may be an annual or bi annually held meeting but it should be part of an ongoing review and support structure. An effective performance management process, while requiring time to plan and implement, can save the manger and the employee time and energy. Most importantly, it can be a very effective motivator, since it can help achieve organizational success

This interactive course will bring consistency in applying performance management within the business, helping managers and team leaders recognize their role and contribution to effectively manage performance and conduct at work.

A link can be made to the organization's policies throughout the course to help embed effective performance management techniques and practices into an existing framework.

This course offers practical performance management training, aimed at senior and mid-level managers who have a responsibility for managing the performance and conduct of staff/employees.

COURSE OBJECTIVES

This seminar will provide a broad-based, practical introduction to the key ideas, techniques and overall competencies you need, in order to manage effectively and productively, in modern organisations in any part of the world. At the end of the workshop participants should be able to:

- Define performance indicators and outcome classifications
- Align the vision and mission of an organisation through the performance management processes
- Identify the barriers to effective performance management and devise strategies for managing those barriers
- Produce a range of performance measures and a behaviour and value framework
- Understand how to support and evaluate a performance management process
- Establish the linkage between strategy and performance
- Understand the application of strategy, challenges and enablers
- Identify barriers to effective performance management and how to overcome them
- Define what good performance looks and feels like
- Explore the role of competency and managing capabilities
- Turn strategy into measurable actions and outcomes

MODE OF WORKSHOP (DELIVERY)

PowerPoint presentation, Case study, Discussions, Training manual.

COURSE OUTLINE

MODULE 1

- **Creating and sustaining high performance teams**
  i. Key characteristics of a high performing team
  ii. Stages of group development
  iii. Role of team leader in achieving high performance
  iv. Core elements, principles and benefits of an effective performance management framework
  v. Performance management cycle and purpose of the annual performance review
  vi. Organisations' performance appraisal process

MODULE 2

- **Review of Module 1**
- **Setting performance measures**
    i. Objective setting process
    ii. Setting and communicating performance objectives
    iii. Identifying core behaviours that drive high performance
    iv. Reviewing different levels of performance
    v. Objectively assessing and rating performance
    vi. Case study review

MODULE 3

- **Review of Module 2**
- **One to one performance review meetings**
    i. Structuring performance review meetings
    ii. Giving constructive and motivational feedback
    iii. Using questions to help employees review their own performance

MODULE 4

- **Review of Module 3**
- **Performance Appraisals**

    i. Arrange a suitable venue for the performance review
    ii. Schedule time for documentation
    iii. Introduce the performance appraisal meeting and get the appraise involved early on
    iv. Review past performance over the last year

v. Focus the performance appraisal on outcomes
vi. Summarise achievements and future plans
vii. Document achievements and future plans
viii. Provide ongoing support and reviews

MODULE 5

- **Review of Module 4**
- **Building an Effective Strategic Plan**

i. Setting Strategic Goals and Scaling the Business
ii. Building the Strategic Plan
iii. Strategy Implementation and Your Role
iv. Case Study