Performance Management

Overview

In this course, students learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications techniques, give and receive feedback, identify workplace conflicts and present resolutions.

Course Objectives

After completing this course, students will know how to:
- Identify difficult personality types and the effect they can have in an organization; manage difficult employees and monitor their behavior; and document ongoing changes in behavior and performance.
- Communicate clearly and effectively, both verbally and nonverbally; improve your listening skills; communicate with difficult supervisors and co-workers; and identify types of employee dismissals.
- Identify the focus of feedback, and give and receive feedback effectively; provide positive and constructive feedback, and monitor performance afterwards; identify communication styles; manage difficult feedback sessions; and identify when to avoid giving feedback.
- Identify some common myths associated with workplace conflicts, common reasons that conflicts arise, and types of workplace conflict; and distinguish between conflict management and conflict resolution.
- Identify conflict resolution styles; resolve workplace conflicts, including team conflicts; and identify the communication skills required to resolve conflicts.

Course Outline

Getting Started

Workshop Objectives

The Basics

What is Performance Management?
How Does Performance Management Work?
Tools
Case Study

The Basics (II)

Three Phase Process
Assessments
Performance Reviews
Case Study
Goal Setting
SMART Goal Setting
Specific Goals
Measurable Goals
Attainable Goals
Realistic Goals
Timely Goals
Monitoring Results
Case Study

Establishing Performance Goals
Strategic Planning
Job Analysis
Setting Goals
Motivation
Case Study

360 Degree Feedback
What is 360 Degree Feedback?
Vs. Traditional Performance Reviews
The Components
Case Study
Module Six: Review Questions

Competency Assessments
Competency Assessment Defined
Implementation
Final Destination
Case Study

Kolb's Learning Cycle
Experience
Observation
Conceptualization
Experimentation
Case Study

Motivation
Key Factors
The Motivation Organization
Identifying Personal Motivators
Evaluating and Adapting
Case Study
The Performance Journal
Record Goals and Accomplishments
Linking with Your Employees or Managers
Implementing a Performance Coach
Keeping Track
Case Study

Creating a Performance Plan
Goals
Desired Results
Prioritization
Measure
Evaluation
Case Study

Wrapping Up
Words from the Wise
Lessons Learned