

## PERFORMANCE MANAGEMENT

### PURPOSE / OUTCOME

- The value of focusing on outcomes in performance
- How to address difficult issues
- How to avoid common pitfalls in performance discussions
- How to give positive feedback
- The importance of self-appraisal
- How to set collaborative goals
- How to create a motivational culture

### PRACTICAL ACTIVITIES

- Exercises to move from criticism to feedback
- Role plays
- Assessment of various case studies
- Observations and group discussions
- Sharing of own experience: positive and negative
- Exhibiting the appropriate verbal/non-verbal behaviour

### TARGET GROUP

Supervisors/team leaders/first line managers, middle and senior management

### CONTENT

- The importance of performance management
- Creating a conducive feedback environment
- Implementing the basic principles underpinning performance discussions
  - Performance discussions do not replace workplace communication
  - Performance discussions is an on-going process
  - It must happen in an atmosphere of trust
  - You need to be prepared
  - Exhibit positive behavior
  - No surprises!!
  - Balance between positive and negative feedback
  - Ask open question
- The five conversations in performance discussions
  - Contracting
  - Feedback: exceeding standards
  - Feedback: non-performing
  - Personal development
  - Career and talent management
- Case studies, DVD demonstrations and role plays

### DURATION

2 days