

## PERFORMANCE MANAGEMENT

Duration: 2 days

### Objective

To equip delegates with the ability to conduct performance discussions effectively, in particular discussions with non-performing staff.

### Design

- 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 behaviour
- No surprises!
- Balance between positive and negative feedback
- Ask open questions
- The five conversations in performance discussions
- Contracting
- Feedback: exceeding standards
- Non-performance
- Personal development
- Career and talent management
- Observations and group discussions
- Assessment of various case studies
- Sharing own experience: positive and negative
- Exhibiting the appropriate verbal/non-verbal behaviour

### Target group

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

