

Managing Performance

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Version: 1

Course Length: 1 day (6+ hours)

Audience: Students interested in learning performance management skills

Prerequisites: None

What's in Managing Performance:

Want to manage employees' performance more effectively. This Course ILT manual is designed for students to learn how to identify performance management and its common pitfalls. The open, modular-style manual is design for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the complexities of Managing Performance.

Objectives:

- Understand the importance of creating a performance management plan and the steps to establish the plan.
- Identify the steps to conduct an effective performance-planning meeting, the process of providing feedback, and types of coaching and document coaching and feedback efforts.
- Understand the performance appraisal process. Identify and gather appraisal material. Prepare yourself for an appraisal discussion.
- Identify legal appraisals and responsibilities in relation to laws enforced by the EEOC, risks of legal challenges, and the importance of maintaining positive communication.

Topic-Level Outline

Unit 1 : Understand performance management

*Topic A: * Performance management*

A-1: Understanding performance management

*Topic B: * Performance management plan*

B-1: Understanding performance management plan

B-2: Identifying performance expectations

*Topic C: * Job description*

C-1: Discussing the job description

Unit 2 : Performance-planning meeting

*Topic A: * Understand performance-planning meeting*

A-1: Opening a meeting

A-2: Creating performance goals

A-3: Understanding performance planning

*Topic B: * Process for providing feedback*

B-1: Providing feedback

*Topic C: * Coaching employees*

C-1: Documenting feedback and coaching effort

Unit 3 : Appraising employee's performance

*Topic A: * Performance appraisal process*

A-1: Understanding the performance appraisal process

*Topic B: * Gather appraisal materials*

B-1: Gathering appraisal materials

B-2: Understanding self-evaluation

B-3: Gathering feedback and writing the performance appraisal

*Topic C: * Prepare for an appraisal discussion*

C-1: Preparing for appraisal discussion

C-2: Preparing employees for appraisal discussion

*Topic D: * Leading an appraisal discussion*

D-1: Identifying steps to lead an appraisal discussion

*Topic E: * Respond to and resolve conflict*

E-1: Identifying guidelines to improve listening skills

E-2: Understanding types of communication to avoid

E-3: Resolving conflict in an appraisal discussion

Unit 4 : Legal appraisal

*Topic A: * BCEA laws*

A-1: Identifying responsibilities in relation to laws enforced by the BCEA

*Topic B: * Risks of legal challenge*

B-1: Maintaining positive communication

Unit 5 : Performance improvements

*Topic A: * Plan performance improvements*

A-1: Handling performance problems

A-2: Determining the cause

A-3: Identifying how communication helps solve performance problems

A-4: Encouraging communication

*Topic B: * Conducting status meetings*

B-1: Conducting a meeting

*Topic C: * Maintaining documentation*

C-1: Documenting ongoing communication