

Performance Management

After discussing the “why” of performance management, participants will do a fun, yet powerful activity, followed by a discussion on the “how” of performance management. Participants will review the elements of their performance management process. Writing SMART objectives will be introduced and practiced. Documenting performance will be discussed quickly. Participants will review how to complete their performance forms. The pitfalls of performance management will be enacted and reviewed. Finally, there will be a quick introduction of the performance discussion.

Objectives

- ★ Introduce the “why” of the process.
- ★ Define and link the “how” components of the process.
- ★ Discuss and provide practice for creating personal Standards of Performance and Behavioral Competencies.
- ★ Review basic communication, feedback, and coaching skills.
- ★ Introduce rater pitfall avoidance.

Training Time

8:00 AM – 4:40 PM

Attendees

All employees, though it is especially critical for managers and supervisors

Recommended class size

6 - 30 participants

Recommendations

None

Requirements

Customize the module by providing the organization’s mission, vision, values, goal, objectives, etc., as well as the performance forms used by the organization. The verbiage in the module must be modified to reflect the organization’s performance verbiage.

Investment

\$10,000. In other words, if you have 150 participants, it would cost \$67 per participant. You can do your own calculations to determine the actual price per participant for your needs: 250 participants = \$40 each; 500 participants = \$20 each.

This investment includes the Instructor/Facilitator Guide and Participant Guide. It may also include handouts, case studies, job aids, PowerPoints, wallet cards, and scenarios. The documents may be provided in Word and/or PowerPoint so that you may customize them to meet your needs.

Unlike other companies, you do NOT need to take certification classes before you can purchase and use the material. We can help you train your trainers, but that is not a requirement for purchase. Once you purchase the material, it is yours to use as you wish throughout your organization, as many times as needed, by as many trainers as necessary.

Would you like a sample of a complete Module? Check out our [Business Ethics Module](#).

Session 1 (125 minutes)

- Quote and Objective
- Introductions
- Performance Management Process “Why”
- Puzzle “How” Exercise
- Performance Management Process “How”
- Employee Performance

Break

Session 2 (115 minutes)

- Performance Management Overview
- Standards of Performance
- Standards of Performance Elements
- Standards of Performance Exercise
- Standards of Performance Practice with Break
- Behavioral Competencies
- Standards of Performance and Behavioral Competencies Summary

Lunch

Session 3 (105 minutes)

- Documenting Performance
- Flip Chart Activity
- Effective Communication
- Active Listening
- Effective Feedback
- Effective Coaching

Break

Session 4 (75 minutes)

- Performance Appraisal Worksheet
- Pitfall Activity

Break

Session 5 (40 minutes)

- Performance Appraisal Discussion
- Wrap Up