



# Performance Management

## Overview

Elevate's Performance Management training will help guide your employees to focus on the same priorities as the organization, resulting in improved production and reduced waste. This seminar teaches participants how to handle difficult employees and situations without bringing up resentment and gives you the tools to help manage staff problems legally and diplomatically. When changes occur Performance Management helps the organization and employees have a stream-lined relationship and helps to close any gaps that exist in an employee's skill-set to make them a more valuable employee through feedback and coaching.

## Learning Objectives

- Discover the key to unlocking human potential and build extraordinary organizational performance and corporate culture.
- Learn to address the very foundation of all change processes—the human mind.
- Learn to promote self-examination and reflection; TPHP illuminates areas where you may be holding yourself back.
- Learn to provide easy to understand and easy to implement tools to change attitudes and beliefs, which immediately reflect in greater results and higher performance.
- Assist in creating a constructive culture with a common language, a creative environment, as well as a renewed sense of accountability and an interest in positive contribution. Processes already in place will be enhanced by effective thinking, which is reflected in attitudes and behaviors aligned with the results desired by your organization.

## Course Agenda

### Module 1: What is performance management?

- How is it different from the annual performance review
- How does it fit in to other processes in your workplace
- Key management activities
- Why they have to be done correctly
- What does your organization and employees want or need from performance management
- Eliminating common excuses for not doing performance management
- Benefits of focusing on performance planning rather than the annual performance review
- Basic components of the performance management system
- Educate your employees and prepare them to work with you
- What are the right set of interpersonal skills to be successful with performance management

## **Module 2: Clearly define employee job duties and your expectations**

- Power of employee goals
  - Avoid the top reasons employees fail
- Defining the job
- Where performance management process begins
- How to set daily, monthly, and yearly goals
- Reveal where and how much improvement is needed
- Developing standards of performance
- How to cement your staff's commitment
- How do their contributions make a difference in the work place
- How to define "success" in concrete terms

## **Module 3: Communicate with employees**

- Frequently and constructively
- How to observe and monitor
- Performance through the year
- Techniques on how to give regular feedback
- Informal talks
- MBWA
- Quarterly discussions
- Yearly reviews