



HOSCA

management consultants



PERFORMANCE MANAGEMENT

PROGRAMME OBJECTIVES:

- To establish a clear understanding of Performance Management Systems and its links to the Business Management Process
- To follow the company procedures and apply the appropriate management skills to each part of the process
- To practice the key interpersonal skills associated with effective Performance Management

AUDIENCE:

Team Leaders and Managers

DURATION:

2 Days

AGENDA:

- Introduction, Objectives and Agenda
- The context for Performance Management – input on vision, MBO and review processes – emphasis placed on motivational aspects
- Value exercise – individual and small group
- What is Performance Management? – how is it used and upon what values is it applied
- Do's and don'ts of Performance Management – series of case studies for review in small groups and conclusions drawn around Do's and Don'ts
- Performance Management and its associated components – overview of links to coaching, recognition and discipline
- Performance Management procedures – view of the procedures emphasising the interpersonal skills needed for effective reviews
- Body Language – input and video exercise highlighting key issues to consider
- Review Meetings – role-plays are issued and worked through, highlighting difficult situations
- Action planning
- Process review and close