



PERFORMANCE MANAGEMENT SKILLS (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Manage individual and team performance
Unit Standard ID:	11473
NQF Level:	4
Credit Value:	8

INTRODUCTION

Performance Management translates to creating both competence and growth for employees. Effective Performance Management incorporates a series of on-going assessments, processes and activities that encourage growth and measure progress in attaining objectives.

This workshop will guide managers to monitor ongoing performance so as to incorporate effective developmental plans for employees. Managing performance comes with greater responsibility for the work output and progress of others. Understanding and applying the Performance Management Cycle is invaluable in maximising human resource potential in the organisation.

Removing the dread of the 'Performance Review Circus' by understanding the cooperative relationship between managers and subordinates will prove to be motivating and enlightening for both parties.

Management at all levels should to be able to coach and counsel towards desired outcomes in order to prevent formal disciplinary steps. This workshop will teach the coaching skills essential to perform this role.

REFERENCES

"I enjoyed the entire content: How to identify areas where I will have to work out for a better performance of myself and the team." ~ Benoit Fugah (ECIC)

"It was very informative and gave me clear understanding on what is expected of me as a Manager."
~ Nonhlanhla Mkhize (Transnet)

"I enjoyed learning how to deal with different people and behaviours, knowing & understanding my team and myself better." ~ Ruth Gololo (Automated Outsourcing Services)

"It brought to my attention a lot of functions used within the workplace for better results from employees." ~ Lebogang Mokganya (BI Office Furniture and Equipment)

WHAT THIS COURSE CAN DO FOR YOU...

- To enhance leadership strengths by understanding performance management strategies
- Delivering honest, ongoing, ethical and fair reviews
- Solving typical performance management issues
- Knowing when to access HR support and tools
- Creating a personal development plan to help you grow your performance management skills
- Evaluate your performance management skills
- Recognising guidelines for applying performance management strategies

TARGET AUDIENCE

Business owners, line managers, team leaders, supervisors, heads of department, human resources managers and senior staff who are responsible for effectively managing the performance and conduct of staff in an organisation.

COURSE CONTENT

Performance Management Overview

- Pre-Course Assessment
- Defining performance Management
- My current Performance Management Impression
- Activities involved throughout the year

The Law and Performance

- Avoiding a wrongful dismissal
- Legal guidelines and definitions
- The manager's responsibility and personal liability

Documented Feedback

- Maintaining employee work files

The Phases of Performance Management

Phase 1: Performance Planning

- Setting performance standards
- Clarifying SMART objectives

Phase 2: Performance Execution

- Employee responsibilities
- Manager's responsibilities

Phase 3: Performance Assessment

- Manager's Performance Assessment responsibilities
- The Employee's responsibilities

Phase 4: Performance Review Process

- Manager responsibilities and guidelines
- Performance review process
- Following steps in the discussion
- The review form
- Avoiding pitfalls

Rating Performance

- Applying tools to ensure fairness and consistency
- Rating performance skills

Career Development

- Horizontal and vertical career development

Feedback

- Developing and practising performance feedback
- Analysing the gaps
- Corrective coaching to close the performance gap
- Ability vs. Motivation

Progressive Discipline and Counselling

- Progressive discipline steps
- Dismissal for misconduct or poor performance
- Consultation and documentation
- Counselling and coaching towards improvement

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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