



## **MONITOR AND EVALUATE TEAM MEMBERS AGAINST PERFORMANCE STANDARDS (2 DAYS)**

### **THIS COURSE IS ACCREDITED TO UNIT STANDARD:**

|                   |   |
|-------------------|---|
| Title:            | Monitor and evaluate team members against performance standards |
| Unit Standard ID: | 252034  |
| NQF Level:        | 5   |
| Credit Value:     | 8   |

### **INTRODUCTION**

This learning programme is intended for all persons who need to monitor and evaluate team members against performance standards. This programme is intended for manager in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

### **COURSE CONTENT**

#### **Formulate Performance Standards for Team Members**

- Formulate performance standards
- Specify the activities and standards
- Incorporate feedback into performance standards
- Record and document performance standards

#### **Establish Systems for Monitoring Performance**

- Identify a variety of performance monitoring systems
- Select a performance monitoring system
- Communicate the performance monitoring systems
- Set up the system for monitoring performance against standards

#### **Prepare for a Performance Review of a Team Member**

- Agree the arrangements for the performance review
- Conduct the preliminary assessment of performance
- Document the information gathered in the preliminary assessment
- Identify methods for giving constructive feedback
- Prepare the documents to be used during the review session

#### **Conduct a Performance Review Interview**

- Conduct the review in accordance with the agreed arrangements
- Provide feedback to the team member
- Record the findings on all aspects of performance
- Agree upon an action plan to address performance
- Document and sign off agreed actions

## 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
- Presentation
- 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.

## On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

*To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.*

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