



VIRTUAL INSTRUCTOR-LED TRAINING 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.

Management at all levels should 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.”

“I enjoyed learning how to deal with different people and behaviours, knowing & understanding my team and myself better.”

“It brought to my attention a lot of functions used within the workplace for better results from employees.”

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

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

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.***

For more information contact us on:

Email: info@kwelangatraining.co.za

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: www.kwelangatraining.co.za