

PERFORMANCE MANAGEMENT

1-day Course

OVERALL AIM:

This course will give delegates an overview of the process of performance management, focusing on the phases of addressing a performance problem and the influences that one might use in affecting outcomes. Delegates will be given the opportunity to practise using a performance improvement plan within small groups. Those new to performance management (and those with more experience) will gain increased confidence from the course.

WHO SHOULD PARTICIPATE:

This course is for anyone who currently has responsibility for managing people within their company. It is particularly useful for those in a role where specific objectives have to be met.

COURSE OBJECTIVES:

By the end of this course, participants will be able to:

- Identify when a problem is occurring.
- Define the benefits of early action.
- Recognise the causes of poor performance.
- Identify and be able to agree content of a Performance Improvement Plan.
- Appreciate what happens within the process.
- Recognise how and why it is necessary to support PIPS.
- Complete a Learning Log and Action Plan

COURSE CONTENT:

- Introduction and objectives: The tutor outlines the course objectives and delegates are asked for their objectives.
- Identify: The group works within small groups to define why managers don't address performance problems and the consequences. Also identifying how performance problems show up.
- Define: The group works within small groups to consider the benefits of early action.
- Recognise: The group works within small groups to identify the likely cause of performance problems.
- Appreciate: The group will complete case studies conducting full PIP discussions: Tutor introduces component parts of the PIP before the case studies are tackled.
- Recognise: The group take part in a Tutor led discussion on coaching and monitoring improved performance and understanding how much support to give.
- Review: A brief review of main topics covered.