

This performance management program teaches you the basic concepts of a performance management system and the means needed for building and implementing a performance strategy within your organization. This understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization. Create ownership and accountability in your employees by giving them meaningful goals, develop credible measurements that impact results and have meaning for the employee and the organization, and when needed, follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means.

Audience: HR and Training Professionals

Prerequisites: None.

Number of Days: 1 day

- 1. Overview**
 - What is a performance management system?
 - What are the elements of a performance management system?
 - Why use a performance management system?
- 2. Establishing performance goals**
 - The benefits of setting expectations
 - Translating organization goals into individual performance goals
 - Turning general goals into measurable performance plans (action plan)
 - Common goal-setting mistakes
 - Activity: Process of translating a corporate goal into an individual performance goal
- 3. Proactive coaching**
 - The benefits of proactive coaching
 - The process of making observations and giving feedback (SMART)
 - How to conduct a quick coaching session
 - Activity: Translating general comments or opinions into observable, measurable behaviors.
- 4. Measuring and evaluating performance**
 - The benefits of measurement and evaluation
 - How to reward performance goals that are met or exceeded
 - Activity: Choosing the right measurements.
- 5. Recognizing performance gaps**
 - The benefits of recognizing performance gaps
 - Eliminate obstacles to meeting performance goals
 - Establishing accountability for non-performance
 - Developing performance improvement plans
 - Activity: Confronting non-performance