

Leadership

Performance Management - 2 Days

Course Code: LD203

Managing employee performance is a critical responsibility which drives organizational performance. It is one of the most important elements of a manager's job. A manager/supervisor is responsible to clearly communicate performance goals and objectives to each of their employees. Once communicated, s/he has the responsibility to follow through, to determine if objectives are being met, and to provide ongoing feedback to maintain positive behavior or correct inappropriate behavior. In Performance Management managers are taught how to direct employees' performance to align with the organization's values and goals. They are taught to demonstrate positive efforts to assist their employees in succeeding on the job.

Learning Objectives

- Identify and describe corporate values and goals
- Discuss shared beliefs, expectations and attitudes
- Identify systems and processes which you can use to affect employee performance
- Explain the performance management cycle
- Describe the progressive discipline process
- Diagnose problem performance areas
- Develop solutions to performance problems
- Design recognition and reward processes to reinforce appropriate and outstanding employee performance

Topics & Content

- Translate values into standards
- The behavior/consequences matrix and how it applies to managing employee performance
- Positive reinforcement and punishment and how it applies to managing employee performance
- The importance of documentation
- Big Three possible causes of performance problems
- Using recognition and rewards to manage employee performance
- The difference between recognition and rewards

Course Information

Duration

2 days

Audience

Managers
Team Leaders
Supervisors
Emerging leaders

Accreditations

PMI: 14 PDUs

NASBA: 16 CPEs

Nursing: 14 CEUs

OPM: 14 CLPs

OPM Competency:

Human Capital Management

“Useful; adds structure to what had been a loosely defined “intuitive” management style that I have previously used.”

