

Professional Performance Management

Human Resources
Toronto (Canada)
20 - 24 Jan 2025

UK Training

PARTNER



Professional Performance Management

Ref: 3293_131198 **Date:** 20 - 24 Jan 2025 **Location:** Toronto (Canada) **Fees:** 4700 **Euro**

Introduction

Performance appraisal is probably the single most important management tool. Considerable skill is required to ensure that the effect is positive. The course will demonstrate the role of HR and the role of the front line manager within performance management. The course also covers the skills involved including appraisal itself; coaching and providing feedback.

This course approaches advanced performance management from two points of view

- How should an organization design and introduce an effective performance management scheme
- What personal skills do managers, supervisors, and team leaders need to be effective in performance management

Course Objectives of Professional Performance Management

- The purposes of performance management, from an organizational point of view
- The purposes of performance management from an individual's point of view
- How to make guided or forced distribution fair and effective
- The four steps of advanced performance management
- The skills involved in each of the four steps
- The links to competencies, personal development, and 360-degree feedback
- The links to performance-related pay
- The effective use of the disciplinary procedure for addressing performance problems

Professional Performance Management Course Outlines

Day 1

Creating a high-performance culture

- The context for performance management in the Middle East
- Nationalization
- Privatization
- The case for performance management
- The principles on which effective performance management is built
- Links into the disciplinary procedure
- The role of HR within performance management
- The role of the front line manager

Day 2

Objectives and Feedback

- The use of competencies
- Addressing the performance gap
- Quantitative v Qualitative Objectives
- SMART Objectives
- Continuous Improvement
- Motivational feedback
- Developmental feedback

Day 3

Coaching

- The Ask/Tell Matrix
- Coaching
- The characteristics of a coaching session
- Handling problems
- Links into poor performance procedure
- Aligning Performance Management with Career Pathing

Day 4

The Performance Appraisal Meeting

- The purpose and use of PA Meetings
- A forum for managers and employees
- Characteristics of an effective PA meeting
- Learning strategies
- Agenda for the PA Meeting
- Practical guidance for front line managers

Day 5

Links into development and merit pay

- Performance appraisal from the employee's point of view

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- Personal development
- How appraisal and pay should be linked
- 360-degree feedback
- Personal action planning

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