# Performance Management

**Duration**: 1 Day
**Maximum 12 delegates**

**About the course**
This is a course for managers or team leaders dealing with performance issues.  It is intended to assist managers in ensuring that the issues presented by poor and unacceptable performance are dealt with in a professional and effective way.

**Course Objectives**
By the end of the workshop delegates will be able to:
- enhance effective performance management of poor performers
- use the most appropriate performance measurement techniques and systems
- take effective remedial action
- understand the limitations of performance management

**Course Content**
- What is performance management?
- Establishing realistic goals and measuring them
- Balancing organisational needs with the capabilities of the individual
- Ensuring the yardstick for success is clear to all
- Clarifying, communicating and reviewing goals and targets
- Linking group and individual responsibilities to organisational performance
- Meetings and records –expected performance versus actual
- The importance of using facts – evidence of performance
- Giving Feedback
- The benefits of feedback – individual, team, organisation
- Awareness and perception
- Guidelines for giving feedback
- Managing reactions
- Typical responses to feedback and how to deal with them
- Constructively handling performance and conduct problems
- Practicing giving feedback and dealing with responses
- Disciplinary procedures
- When and how to give informal and formal warnings
- Interviews and meetings
- Making individuals aware of company grievance procedures
- The importance of keeping records and representation
- Providing training and support