Performance Management

Course #:	PD-107	**Duration:**	1 day

Prerequisites

None

Details

This one-day comprehensive course offers a deep dive into the theories, techniques, and real-world applications of effective performance management. Participants will journey through understanding the foundations of performance management, exploring modern practices such as Agile Performance Management and OKRs, and applying this knowledge to diverse, remote, and inclusive workplaces. The course also covers practical elements such as managing underperformance, legal and ethical aspects, and measuring and evaluating performance. It emphasizes fostering a culture of continuous improvement, aiming to equip participants with the necessary skills and knowledge to boost their team's productivity, motivation, and overall performance.

Software Needed

None

Outline

- **Defining Performance Management**
    - Importance of Performance Management
    - Difference between Performance Appraisal and Performance Management

- **Understanding the Performance Management Cycle**
    - Planning
    - Monitoring
    - Developing
    - Rating
    - Rewarding

- **Key Principles of Performance Management**
    - Link to Organizational Objectives
    - Ongoing Feedback and Coaching
    - Employee Development
    - Accountability and Recognition

- **Performance Management for Different Levels**

- **Goal Setting in Performance Management**
    - Techniques for Setting Effective Goals
    - Understanding and Applying SMART Goals

- **Implementing Performance Management**

- Steps to Implement a Performance Management System
- Performance Planning: Setting Objectives and Key Performance Indicators

- **Modern Techniques in Performance Management**
  - Agile Performance Management
  - OKR (Objectives and Key Results)
  - Continuous Feedback and Coaching

- **Coaching and Providing Feedback**
  - Giving and Receiving Feedback
  - The Feedback Sandwich Method
  - SBI Feedback (Situation-Behavior-Impact)

- **Performance Management in Diverse and Inclusive Workplaces**
  - Understanding Unconscious Bias
  - Ensuring Fair and Inclusive Performance Metrics

- **Performance Management in a Remote Work Environment**
  - Challenges and Solutions for Managing Performance in Remote Teams
  - Strategies for Effective Virtual Feedback

- **Managing Underperformance**
  - Link Between Employee Engagement and Performance
  - Techniques for Identifying Underperformance
  - Strategies for Improving Performance
  - Handling Difficult Conversations
  - Strategies to Inspire and Motivate Team Members

- **Legal Aspects of Performance Management**
  - Understanding the Basic Legal Aspects
  - Preventing Discrimination and Bias in Performance Appraisals

- **Ethics in Performance Management**
  - Confidentiality
  - Ensuring Honesty in Performance Appraisals
  - Dealing Fairly with Performance Issues

- **Measuring and Evaluating Performance**
  - Quantitative and Qualitative Measures
  - Common Pitfalls in Performance Evaluation
  - Bias in Performance Evaluation and Mitigation Strategies

- **Building a Culture of Continuous Improvement**
  - Encouraging Open Communication
  - Learning from Mistakes
  - Celebrating Success