

PERFORMANCE MANAGEMENT FOR LEADERS

AUDIENCE

- FL Front-Line Leaders
- LL Leaders of Leaders
- EL Executive Leaders

FORMATS

- In-Person: 1 Day
- Virtual: 2 hrs. X
3 sessions

“The focus of performance management is to guide others toward their full potential, to optimize their strengths and make their weaknesses irrelevant.”

Peter Drucker

COURSE OVERVIEW

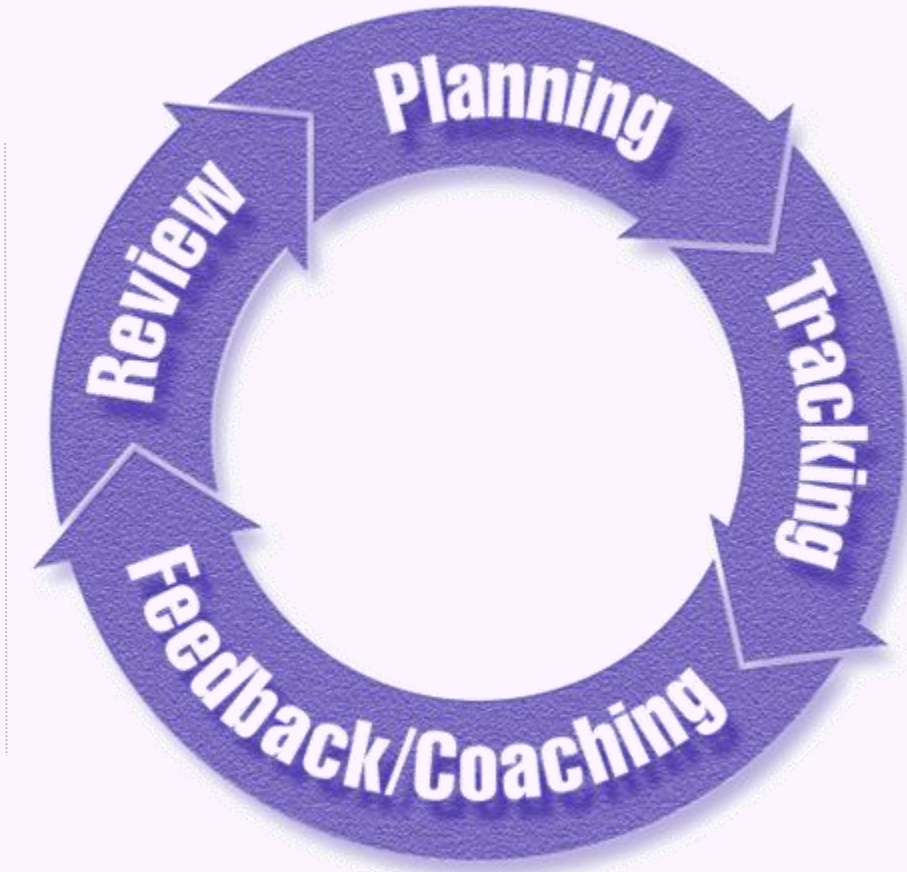
Hiring great employees who are strong fit for their particular role is just the first step to ensure exceptional performance. Successful leaders develop and activate the full potential of every employee. Performance Management includes a set of systems, skills and strategies to help leaders optimize the business contribution of every employee.

This course focuses on the skills, systems and key processes you will need to develop your employees to attain department and organizational goals. These skills include setting clear expectations, providing positive and corrective feedback, and delivering a effective performance appraisals.

In this workshop leaders learn:

- The entire performance management process, tailored to each organization’s culture and values.
- How to establish useful and objective performance metrics for day-today responsibilities and goal and objectives
- Strategies to motivate and engage direct reports in creating a development plan to strengthen performance

This program uses diverse methodologies to appeal to adult learning styles including pre-workshop assignments, facilitated discussions, experiential exercises, case studies, individual and small group work, and tools for long-term learning reinforcement.



BUSINESS IMPACT

- 1 Leaders develop employee performance standards aligned to specific business impacts and outcomes.
- 2 Leaders are better equipped to conduct bias-free performance reviews that minimize the potential for legal exposure.
- 3 Leaders implement a performance management approach that rewards results and motivates improvement.
- 4 Performance reviews become more than just an annual “political” exercise and instead are integrated into the workflow.
- 5 Personnel planning and decisions are based upon more objective data and information because of a results-based process.
- 6 Employees receive constructive feedback in a positive manner which motivates them to make changes to improve performance.

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LEARNING JOURNEY

Pre-Learning

Pre-reading (30 minutes):

- Linking performance management to business outcomes
- Culture and performance management
- Performance management vs. performance reviews
- Design elements of effective performance management

Module 1 (2 hours)

Implementing Performance Management Systems

- Distinguishing between behaviour and results
- Traits vs. behaviours vs. results
- Assessing and “calculating” performance
- Effective performance objectives
- Developing performance standards
- Absolute vs. Comparative vs. Results-based methods

Intersession Activity**

Module 2 (2 hours)

Tools for Effective Performance Management

- Steps in conducting an effective performance review
- Components of a review form
- Effective feedback
- Multi-rater feedback
 - Best practices
 - Pros and cons
- Rating errors & practical impact
- Minimizing manager bias and legal exposure in the rating process

Post-Work

- Personal Action Plan for continuous refinement of your performance management approach
- 30-60-90 Day Action Plan Reviews *
- Virtual, Group Touchpoint Session *

Recommended*

LEARNING OBJECTIVES

- Understand the critical important of valid, reliable and unbiased approaches to performance management.
- Develop a practical and consistent approach to performance management, optimizing the effectiveness of every employee.
- Align employee performance standards with specific business impacts and outcomes.
- Provide effective and positive feedback which motivates employees to make changes to improve performance.

EXPERIENCED FACILITATORS



Teresa D.



Mike E.



Audrey H.



Norma G.



Sharon E.



Themum C.



Dr. James K.



Phil C.



Silvia F.

Our global team of facilitators is ready to deliver this program now. We can also train your facilitators to deliver the program internally if needed.