



PERFORMANCE MANAGEMENT

From Goal Setting to Appraisal



UNIVERSITY OF ROCKHAMPTON
MAKING THE DIFFERENCE



Course Introduction:

Simply put, performance management includes activities to ensure that goals are consistently being met in an effective and efficient manner. Performance management can focus on performance of the organization, a department, processes to build a product or service, employees, etc. Information in this topic will give you all the overall activities involved in each individual employee are an integral part of an organization. Each plays his/her role towards the total performance of the organization. The success and progress of the organization rides on the success and progress of its people. The continuous management of the performance of an individual and the organization is the answer to a successful partnership between the individual and the organization employee performance management system.

Course Objectives:

By the end of the program, participants will be able to:

- Understand the various stages in performance management
- Understand and apply the appropriate performance management system and methodologies
- Develop performance management system for the organization based on the inputs for designing the system
- Conduct effective performance appraisal sessions
- Effectively link performance management to training and development
- Effectively link performance management to other related issues
- Understand the competency profiling methodology and how to use the tools
- Utilize the competency profiling into the performance management

Who Should Attend?

Management staffs who wish to gain a sound knowledge-base of performance management and performance review techniques and win-win outcome techniques.

Course Outline:

Module 1:

- Introduction to Performance Management and Competency profiling
- Overview and Concept of effective performance management system
- Performance management systems, methodologies and tools
- Seven Common mistakes of performance management
- Performance management goals and gaps

Module 2:

- Performance Management planning
- Collecting information on performance management
- Assessing performance management
- Motivating people to deliver their optimum performance
- Link people competencies with performance

Module 3:

- Conducting effective people performance appraisal sessions
- Handling disagreements
- Creating a personal training and development plan
- Relating people performance to compensation & benefits
- People performance management monitoring, control

Module 4:

- Making sense of competencies
- Designing a defensible competency model
- Enhancing performance with competencies
- Re-engineering the system
- Competency profiling tools and systems
- Monitoring and Evaluate the competencies performance management

Module 5:

- Linking performance with T&D, C&B and other related issues
- Pitfalls in performance management and how to avoid and deal with them
- Substandard performance and progressive discipline
- Performance improvement and development plans

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session