Performance management

Performance Management can be viewed as an annual form-filling exercise. When implemented effectively it will optimise a team's performance through the setting, monitoring and review of stretching objectives and the use of regular and candid feedback. These modules will be designed around your internal processes and will help all leaders to get the most from the process and their people.

Around 2 hours • **Face-to-face or virtual** • **Typically 4-15 participants** • **Supported by course notes** • **Interactive**

Key course elements

What is performance all about?
- "If you don't know where you are going any road will take you there," said the Cheshire cat to Alice. Lewis Carroll

Setting SMART objectives
- Defining clear, tangible objectives that can be monitored and measured

Gathering evidence
- What evidence is suitable for measuring performance and how to record it

Progress review and giving feedback
- Keep your people on track by communicating progress against objectives
- Use robust models for praise and constructive criticism to secure agreement for the future

Conducting the appraisal meeting
- The structure, the content, the outcome
- Ensuring that the appraisal process is seen as a helpful development tool that will enhance personal achievement

BiteSize Learning

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Participants will learn to…

- Use the performance management system to achieve business results and raise the bar for the whole team

- Set SMART objectives and keep the team on track to achieving or exceeding them

- Identify suitable measures for monitoring and reviewing progress against performance standards

- Give feedback to enhance buy in and commitment to any required change

- Prepare and conduct an end of review period meeting and ensure that the outcome is seen as a positive developmental tool

"The course was very interactive and the trainer was excellent at engaging people"