

Managing Performance

Duration: 1 day

Overview:

The New Horizons Managing Performance Program teaches participants the basics of creating a performance plan and the appraisal process. Participants will learn how to conduct a performance-planning meeting, document the performance plan, provide positive and constructive feedback, coach employees during the appraisal period, appraise employee's performance, conduct an appraisal discussion, and document an appraisal.

Key Participant Benefits:

- Provides strategies to create positive and constructive performance appraisal outcomes for managers/leaders of staff
- Improves participants' interpersonal skills to increase mutual benefit from the appraisal process and create a supportive environment

Key Business Benefits:

- A fair and measurable system is established, so that perceptions of bias and favouritism are minimised
- A system is established that works the same way for both the Appraiser and the subordinate being appraised. This creates a unified approach which has credibility across all levels of the hierarchy
- Individual, team and departmental goals are aligned with the business strategic plan and constant monitoring and improvement assist in the attainment of these goals via a clearly established system

Lesson 1: Understand performance management

- Performance management
- Understanding performance management
- Performance management plan
- Understanding performance management plan
- Identifying performance expectations
- Job description
- Discussing the job description

Lesson 2: Performance-planning meeting

- Understand performance-planning meeting
- Opening a meeting
- Creating performance goals
- Understanding performance planning
- Process for providing feedback
- Providing feedback
- Coaching employees
- Documenting feedback and coaching effort

Lesson 3: Appraising employee's performance

- Performance appraisal process
- Understanding the performance appraisal process
- Gather appraisal materials
- Gathering appraisal materials
- Understanding self-evaluation
- Gathering feedback and writing the performance appraisal
- Prepare for an appraisal discussion
- Preparing for appraisal discussion
- Preparing employees for appraisal discussion
- Leading an appraisal discussion
- Identifying steps to lead an appraisal discussion
- Respond to and resolve conflict
- Identifying guidelines to improve listening skills
- Understanding types of communication to avoid
- Resolving conflict in an appraisal discussion

Lesson 4: Legal appraisal

- EEO laws
- Identifying responsibilities in relation to laws enforced by the EEOC
- Risks of legal challenge
- Maintaining positive communication

Lesson 5: Performance improvements

- Plan performance improvements
- Handling performance problems
- Determining the cause
- Identifying how communication helps solve performance problems
- Encouraging communication
- Conducting status meetings
- Conducting a meeting
- Maintaining documentation
- Documenting ongoing communication