
Performance Management

Course Content

In this course, students learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications techniques, give and receive feedback, identify workplace conflicts and present resolutions.

After completing this course, students will know how to:

- Identify difficult personality types and the effect they can have in an organization
- Manage difficult employees and monitor their behavior
- Document ongoing changes in behavior and performance
- Improve your listening skills and communicate clearly and effectively
- Communicate with difficult supervisors and co-workers
- Identify types of employee dismissals
- Identify the focus of feedback and give and receive feedback effectively
- Provide positive and constructive feedback
- Monitor performance afterwards
- Identify communication styles
- Manage difficult feedback sessions and identify when to avoid giving feedback
- Identify some common myths associated with workplace conflicts, common reasons that conflicts arise, and types of workplace conflict
- Distinguish between conflict management and conflict resolution
- Identify conflict resolution styles, resolve workplace conflicts, including team conflicts, and identify the communication skills required to manage conflict

Lessons include the following:

- Getting Started
 - Workshop Objectives
- The Basics
 - What is Performance Management?
 - How Does Performance Management Work?
 - Tools
 - Case Study
- The Basics (II)
 - Three Phase Process
 - Assessments
 - Performance Reviews
 - Case Study
- Goal Setting
 - SMART Goal Setting
 - Specific Goals
 - Measurable Goals
 - Attainable Goals
 - Realistic Goals
 - Timely Goals
 - Monitoring Results
 - Case Study

- Establishing Performance Goals
 - Strategic Planning
 - Job Analysis
 - Setting Goals
 - Motivation
 - Case Study
- 360 Degree Feedback
 - What is 360 Degree Feedback?
 - Vs. Traditional Performance Reviews
 - The Components
 - Case Study
 - Module Six: Review Questions
- Competency Assessments
 - Competency Assessment Defined
 - Implementation
 - Final Destination
 - Case Study
- Kolb's Learning Cycle
 - Experience
 - Observation
 - Conceptualization
 - Experimentation
 - Case Study
- Motivation
 - Key Factors
 - The Motivation Organization
 - Identifying Personal Motivators
 - Evaluating and Adapting
 - Case Study
- The Performance Journal
 - Record Goals and Accomplishments
 - Linking with Your Employees or Managers
 - Implementing a Performance Coach
 - Keeping Track
 - Case Study
- Creating a Performance Plan
 - Goals
 - Desired Results
 - Prioritization
 - Measure
 - Evaluation
 - Case Study
- Wrapping Up
 - Words from the Wise