5 skills

to manage

performance

A practical, hands-on approach to help managers improve employee performance

Managers achieve results through the efforts of others. Our approach is to provide managers, and anyone who must influence the work of others, with the tools and techniques to get things done.

We provide tools and techniques to allow managers to:

Plan performance: determine required results, establish performance measures and standards, and communicate their expectations.

Monitor performance: identify and quantify performance gaps, assess impact and determine root causes.

Appraise performance: give formal and informal results-based feedback to guide future performance and to provide input for performance-based incentives.

Coach performance: recognize opportunities, consolidate good performance and improve poor performance.

Change performance: modify the components of a performance system to ensure that the desired results are achieved.

Performance

Why attend Performance Management?

Entropy, business evolution, and competitive forces continually erode employee performance. To improve your team's performance, managers must understand why employees perform as they do, and how to change the components of a performance system to get the results they need.

Responsibility

Who will benefit?

- Managers who need better, more consistent results
- Human Resources professionals who need to understand and manage performance systems
- Process consultants who support line management
- Anyone who wants to influence the behaviour of others

Skills & Knowledge

What will they be able to do?

- Understand the human performance system model
- Discover how to plan and communicate performance expectations
- Determine how and what to monitor to identify performance gaps
- Determine the most likely causes of poor performance
- Understand how to change performance
- Know how to appraise and give actionable feedback on performance
- Understand how to coach others for improved performance

Getting Underway

When is the best time to train your people?

Performance Management gives your managers the tools they need to improve the performance of their employees and deliver the results you need. It's never too soon for your people to enhance their ability to deliver results.

Contact

Where can you get more information?

Contact us by e-mail at info@processdesignconsultants.com or visit our website at http://www.processdesignconsultants.com for more information on how your people can become Performance Managers.

**PROCESS
DESIGN
consultants inc**

Do it!

How it's done

Two-day workshop

Day 1

Introduction

The Performance System Model

Setting Performance Expectations
- Results
- Measures
- Standards of Performance
- Ideal Behaviours

Application: Setting Expectations (your job)

Application: Setting Expectations (direct report's job)

Discussion

Day 2

Assigning Work to Others (discussion and application)

Monitoring Work of Others
- Pinpointing Behaviour
- Observing Behaviour and Results

Establishing Benchmarks for Self-Measurement

Providing Appropriate Consequences

Providing Effective Feedback

Coaching for Improved Performance

Changing the Performance System

To give your people a thorough workout, this workshop has been divided into presentation, discussion, case study resolution, and application to work-related performance issues.

The Performance Management workshop gives your managers the tools they need to plan, monitor, appraise, coach and change people's performance. Your managers will become more productive and accomplish more through others.

The workshop is available in shorter or longer formats and may be tailored to incorporate your organization's existing performance management templates.