

# OUTLINE



## Performance Management Minimizing Stress, Maximizing Effectiveness

### Overall Description:

This program is designed for all managers and department heads, supervisors and group leaders who are looking to manage their employee performance and maximizing effectiveness.

### Course Objectives:

- Recognize the difference between Performance Management and Performance Appraisal
- Recognize the objectives of Performance Management.
- Realize the importance of having a vision and mission
- Identify the goal-setting process
- Realize the method of developing high-performance structure
- Consider the development of Key Performance Indicators
- Identify the link between team performance and organizational performance
- Recognize the degree of monitoring needed
- Realize how to motivate people and enrich jobs
- Realize the major points to be covered before, during & after the appraisal interview

### Course Outline (Content):

- Definition of Performance Management and Process
- Performance appraisal and performance management
- Performance Gap: estimated, targeted and actual performance
- Performance Appraisal Methods Graphic rating scale
- Features of effective appraisal method
- Advantages and disadvantages of appraisal tools
- Developing Key Performance Indicators
- Structuring the appraisal index



# OUTLINE (Cont.)

- Appraisal purpose (merit, post-training, promotion or periodic)
- Ranking employees based on appraisal results (Compensation)
- Preparing appraisal comments or final report
- Appraisal Problems associated with Potential Rating Scale
- Dealing effectively with various employee reactions
- Communicating with employees often (provide short, quick performance snapshots)
- Planning for short and long-term objectives
- The Appraisal Discussion (Framing, Disagreement: Criticism and feedback )
- Problems with Appraisals ( People, Process and Preparation )
- Motivating for Performance Maximization
- Appraising Performance
- Organizational Culture and Learning Organization

## Who Should Attend?

This program is designed for all managers and department heads, supervisors and group leaders.

## Competencies Covered:

- Performance Management
- Communication
- Relationship Management

