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Performance Management and Appraisals



Performance Management and Appraisal Skills Training Course Outline

Performance Management and Appraisal Foreword:

This course provides you with a workable, practical approach to performance management and performance appraisals, and takes into account the real world we all live in. You will learn how to conduct effective performance appraisals and integrate those into an integral part of employee performance management.

Performance Management and Appraisal Training Course - Lesson 1

An overview

- What's wrong with this picture
- Is there hope?
- Performance Management: What is it?
- What's the payoff for using Performance Management?

Performance Management and Appraisal Training Course - Lesson 2

The Challenge of Performance Management

- Why do so many people try to avoid it?
- Criteria for Performance Management that works
- When Performance Management approaches don't work

Performance Management and Appraisal Training Course - Lesson 3

Performance Management as a System

- What is a system?
- The components of a Performance Management System
- Where Performance Management fits into the bigger picture

Performance Management and Appraisal Training Course - Lesson 4

Getting Ready – Preparing to Start the Process

- Getting your information and data
- Preparing and Educating staff

Performance Management and Appraisal Training Course - Lesson 5

Performance Planning

- Some issues
- An overview of the Performance Planning process
- The Performance Planning meeting
- The follow-up
- An optional step: Action Planning

Performance Management and Appraisal Training Course – Lesson 6

Ongoing Performance Communication

- The purpose
- The outcomes (communication and deliverables)
- Formal methods
- Informal methods
- People techniques
- Communication in action

Performance Management and Appraisal Training Course – Lesson 7

Data Gathering, Observing and Documenting

- Why do we gather data and observe?
- What do we gather? What do we document?

Performance Management and Appraisal Training Course – Lesson 8

Three Approaches to Evaluating Performance

- The dilemma of individual performance
- Rating systems
- Ranking systems
- Appraisal by objectives and standards

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Performance Management and Appraisal Training Course - Lesson 9

The Performance Appraisal Meeting

- What makes the process work?
- Preparing and scheduling
- The appraisal meeting

Performance Management and Appraisal Training Course - Lesson 10

Performance Diagnosis and Improvement

- The key to success
- Causes of success and "less than success"
- The performance diagnosis/improvement steps
- The people process

Performance Management and Appraisal Training Course - Lesson 11

Performance Management and Discipline

- The meaning of discipline
- Principles of disciplinary action
- The purpose of disciplinary action/consequences
- The progressive discipline steps
- Disciplinary process in action

Performance Management and Appraisal Training Course - Lesson 12

Performance Management Variations

- 360-degree feedback/evaluation techniques
- Bidirectional evaluation
- Effectiveness enhancement systems
- The "using your head, no system" system

Performance Management and Appraisal Training Course - Lesson 13

Questions Managers Ask

- Links to rewards and pay for performance
- Performance Management and staff empowerment
- Working within a poor system
- Do staff set low standards for themselves?
- Unrealistic employee ratings
- The "I'm too busy to do it" excuse
- Employee preparation

Performance Management and Appraisal Training Course - Lesson 14

A People Process, People Techniques

- Your people mind-set
- Essential interpersonal skills

Performance Management and Appraisal Training Course - Lesson 15

Performance Management in Action

- The first step toward improving
- Agreeing on goals and objectives
- Planning performance with staff
- Communicating about progress and solving problems
- Reviewing and evaluating
- The outcomes





Performance Management and Appraisal Training Course - Lesson 16

Course Review

- Manager's checklists

Performance Management and Appraisal Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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