Managing Performance

This session has been written for managers who want to develop their skills in managing employee performance. The programme focuses on some of the key reasons why an employees performance does not reach minimum standard and will make links to the organisation's capability and disciplinary procedures.

Programme objectives

By the end of this programme, delegates will be able to:

1. Identify the gap between actual and real performance and explain the reasons why employees do not perform

2. Identify and reinforce minimum standards of performance

3. Explain the basic principles of motivation and identify the difference between motivation and hygiene factors

4. Identify the difference between a "won't do" and a "can't do"

5. Plan and facilitate a performance review meeting

6. Agree goals that are specific and measurable

7. Review performance and make links to organisational capability and disciplinary processes.

Further information

Although the programme includes reference to theories such as Herzberg and Kolb, essentially it is practical and easily transferable to the workplace.

Duration: Half day overview; one day with intensive role play