



Institute for Capacity Development (ICD)

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Performance Management and Evaluation

Course Objectives

On completion of the course, participants should be able to:

- Articulate the benefits of using a performance development plan and the consequences of not having one in place.
- Understand the aims of performance management.
- Identify acceptable standards of performance.
- Conduct effective reviews of performance.
- Set SMART objectives.
- Articulate major objectives for monitoring staff performance
- Carry out a performance evaluation exercise
- Understand the roles of manager and staff in the performance development process.
- Enhancement of employee motivation, commitment, and productivity
- Identify best practices for handling challenging situations in performance management

Target Groups

- Human Resource Managers and Officers
- Employee Development Officers
- Training Officers
- General Managers
- Finance Managers
- Operations Managers
- Divisional and Section Managers

Course Outline

- General Management principles
- What is Performance Management
- Understanding organisational performance
- Aligning Strategic Goals and Organization Performance
- Strategic plan and vision development
- Establishing a consistent priority structure
- Importance of goal setting
- The benefits of alignment and coordination
- Infrastructure requirements needed for success

- Setting and Cascading Performance Goals Down to Employee-Level
- SMART goal setting
- Establishing individual accountabilities and responsibilities
- Standards of performance and behaviour
- Types of performance
- Improving individual performance
- Motivation factors and techniques
- Managing performance
- The value of ongoing performance management
- Recognising and closing performance gaps
- The role of coaching in performance management
- The basis for effective performance evaluation system
- Steps of effective performance evaluation
- Reasons for performance appraisals
- Tools for the performance appraisal
- Rules for the performance appraisal
- Preparation for the performance appraisal
- Standard forms for performance appraisals
- Organising the performance appraisal
- The performance appraisal interview
- Dealing with difficult behaviours
- IT Skills
- Action planning

Dates: 04th – 15th December 2017

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Pretoria, RSA