Results Based Performance Management

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

- Set clear performance standards and goals that are bought into by the employee
- Cascade organizational goals down through department and employee goals
- Establish an effective performance management system
- Improve the ability to measure and report department and employee performance
- Set clear performance standards and goals that are bought into by the employee
- Provide more consistent and on-going employee performance feedback
- Increase employee performance and morale through better feedback and communication

Target Groups

- Directors
- HR Managers
- Manager Corporate Services
- Administration Managers
- Training Managers
- HR Officers
- Operations Managers
- Production Managers

Course Outline

- Management skills and practises
- Understanding organisational performance
- Aligning Strategic Goals and Organization Performance
- SMART goal setting
- Why Measurement Is So Powerful
- The Challenge of Organizational Measurement
- Performance Measurement Promotes Effective Management
- The Functions of Performance Measurement
- When Measurement Goes Bad
- The Problem of Measurement Dysfunction
- Strategic plan and vision development
- Measuring the Wrong Things
• Dysfunctional Measurement and Employees
• How People Experience Measurement
• Employees' Attitudes Toward Measurement at Work
• The Context of Measurement
• Confusing Measurement and Evaluation
• The “Motivational” Use of Measurement
• Resistance to Measurement
• Creating A Positive Context of Measurement
• The Formal Aspects of the Performance Measurement System
• The Focus of Measurement
• Selecting the Right Measures
• The Importance of Measurement Integration
• Strategic Measurement
• Scorecards and Dashboards
• Performance Measurement Maturity
• Transformational Measures
• Evaluation interviews and performance discussions
• Developing specific work plans
• Establishing milestones
• Levels of performance and achievement
• Leadership Skills to Influence Success
• Effective communication
• Team building
• Increasing employee results-based accountability and responsibility
• Managing On-Going Performance
• Employee Coaching skills
• Evaluation interviews and performance discussions
• IT Skills
• Action Planning

Dates: 13th – 24th April 2020

Duration: 2 Weeks

Tuition Fee: US$2850

Venue: Pretoria, RSA