



Institute for Capacity Development (ICD)

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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