

# Performance Management -1 day



## Pre-requisites

**There are no pre-requisites for this course.**

## Description

### Do you need to:

- strengthen the performance of those you manage
- formalise the communication process used therein

While they are both components of the overall performance management process, you will learn that developing individual performance development plans for your direct reports is different from conducting an annual performance review.

## Aim

The aim of this course is to learn how to use the “SMART” approach to devise appropriate annual performance objectives. Tips and techniques for effectively coaching your staff and monitoring performance during the performance management process.

You will have several opportunities to practice what you learn through role plays, case studies, and other activities. As a result of attending this course, you will significantly enhance your ability to give and receive objective and constructive performance feedback.

## Learning Outcomes

### At the completion of this course you should have the skills and knowledge to:

- Articulate the benefits of using a performance development plan and the consequences of not having one in place.
- Distinguish the elements of an effective, integrated performance development system.

- Devise “SMART” annual performance objectives (e.g., objectives that are specific, measurable, attainable, relevant, and trackable).
- Understand the roles of manager and staff in the performance development process.
- Provide a culture of respect and trust within the performance development process by effectively coaching and listening to your direct reports.
- Practice giving and receiving objective and constructive performance feedback with confidence and reduced anxiety.
- Identify best practices for handling challenging situations in performance management.

## Topics Covered

### Key topics covered on this course include:

- Introductions and Learning Objectives
- Performance Management Defined (Elements of a Performance Management System, Benefits of an Annual Performance Development Plan, The Performance Management Timeline)
- Setting “SMART” Annual Objectives
- Roles of Manager and Direct Report in the Performance Development Plan
- Coaching Direct Reports During the Performance Management Cycle
- Effective Listening Skills
- Monitoring Performance and Conducting Interim Meetings
- Preparation for and Conducting the Annual Review Meeting
- Handling Challenging Situations
- Action, Plan, summary and Evaluation



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