



# **TrainSkills**

TRANSFORM AND PERFORM

Career Skills Course

## **Performance Management**

### **PURPOSE OF THE PROGRAM**

In this course, students learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications techniques, give and receive feedback, identify workplace conflicts and present resolutions.

### **PROGRAM OUTLINE**

- Understanding the Process
- Creating Development Culture
- Outcome-Based Conversations
- Building Trust and Commitment
- Scoping Employee Goals
- Driving Motivation
- Aligning employee and organizational goals
- Monitoring Objectives
- Implementing Solutions
- Rewarding Development
- Setting Boundaries
- Handling Conflict
- Developing a Toolkit

### **TARGET GROUP**

This course offers practical performance management training, aimed at line managers who have a responsibility for managing the performance and conduct of staff/employees.

### **BENEFITS**

- Shared a common understanding on how performance management systems can be effectively utilised to raise the performance of individuals and teams
- Enhanced their skills in setting clear expectations and objectively measuring individual performance using objectives and competencies as key measures
- Identified and practiced some performance management strategies and techniques to enhance the performance and motivation in under-performing and high performing team members.