



Performance Management... Managing Employee Performance

This is a 2- full day's course (16 hours-each day 8 hrs)

This performance management course is for those who will be wishing to acquire a further understanding of the supervisory management position, to better understand themselves and others, to develop their problem solving and decision making skills, and to explore performance management issues.

Performance Management Instructors understand and use up-to-date training techniques and a variety of training methods, including lectures, discussions, individual exercises, role plays and visual aids, to give all participants the best opportunities for learning about employee performance management.

What participants will learn:

- to better understand yourself and your personality preferences and temperament
- to use your strengths and work on your challenges to be a better communicator and team leader
- to become more adept at analyzing workplace problems and have a variety of techniques for solving these problems
- to establish a process for managing employee performance, from a structured interview process to a structured performance review

OUTLINE:

Day 1

Introductions, Personal Learning Objectives, Agenda

Understanding Ourselves and Others

- History of the personality typing
- personality type / assessment

The Supervisor as a Leader

- Your communication style
- Your leadership style

The Supervisor and the Team

- How personality typing applies to teams
- Your team, its strengths and challenges
- Team predictions and your team dynamics

The Recruitment and Selection Process

- The importance of hiring good employees
- Position descriptions
- Interview questions
- Probing responses

Setting Performance Standards

- Who should set them

Performance Feedback

- Give positive feedback
- Give critical feedback
- Learn to accept feedback

Problem Solving

- The problem solving process
- The six-step problem-solving process
- Establishing criteria for sustainable solutions
- Tools for exploring options
- Cost benefit analysis
- Pros and Cons
- Brainstorming

Day 2

Decision Making Types and When to Use Them

- Autocratic decisions
- Consultative decisions
- Group decisions

Resolving Interpersonal Conflict

- preferences and conflict
- ground rules that empower you

The Shared Management Model

- The supervisor's role
- The employee's role

Managing Employee Performance

- Defining expectations
- Documenting performance
- Planning your performance review
- Conducting performance review
- Following up on employee review
- Maintaining performance
- Dealing with problem employees

Review

- Commitment to an action plan Evaluations

This workshop is a detailed insight into the **skills required by Managers**.

- ❖ It is very interactive and includes many activities and exercises to enhance the learning experience.
- ❖ It is spread over the period of 2-full days consisting of 8 hrs each (9am-5pm)
- ❖ It includes 2 tea breaks and a lunch break

Proposed Training Plan Consists of:

- ❖ **Training Kit** : Handouts, Activities, Exercises
- ❖ **Training Duration**: 2 full days (8hrs each)
- ❖ **Number of candidates**: Minimum=20 Maximum=40
- ❖ **The training venue proposed is** :PC Hotel or Avari Hotel, according to availability of dates assigned by KASB for the training.

Training Cost:

Cost per Individual Participant is a total of:= **Rs.13,500**

Includes cost of:

- Handouts,
- Activity/Exercise material,
- Certificates,
- Tea (twice),
- Buffet Lunch,
- Hotel Facility Charges,
- and Trainers Cost