

On Target Performance Management

Training | Consultation



Regardless of the industry or department, we must be sure our employees know what to do and how to do it. They also need feedback on how well they are performing their responsibilities. Communicating effectively, coaching an employee who is off-track, appraising an employee's performance, and terminating an employee are not easy tasks. They call for judgment, tact, and skill.

Objectives

After participating in this program, you will be able to:

- Understand the importance of up-to-date job descriptions
- Prepare and facilitate meaningful performance reviews
- Provide positive and corrective feedback that motivates
- Learn effective techniques for goal setting
- Utilize a progressive discipline process

Format

This interactive program uses experiential learning techniques such as case studies, large and small group discussions, and role-playing.

Ideal Size

Up to 36 people

Length

3-6 hours

Target Audience

Supervisors, managers, and employees who want to learn how to bring out the best in other people... coaching them to reach their fullest potential.

Typical Uses

Leadership & management development, training or workshops

Agenda

- Reasons why employees don't do what they're supposed to do
- Common performance problems
- Competency-based job descriptions or contracts
- Strategies for helping employees do what they are supposed to do
- Steps in preparing for a performance review
- The ABC's to documentation
- Art of balanced feedback
- SMART goal setting
- Progressive discipline steps
- Handling a termination

Material Options

Regular: Handouts at \$3/person

Client Documents: Sample job descriptions, Performance Review policy & form(s), Progressive Discipline policy & form(s)