

Course Name: Performance Management: Managing Employee  
Performance  
Course code: HRM203  
Duration: 5 Days

### Course Description

Dealing with people as individuals is much more challenging than dealing with them as resources to be used in achieving organizational goals. It is also infinitely more rewarding for both the employee and the organization. From the organization's viewpoint, it is no longer merely desirable to implement a "managing people" approach, it is essential for growth and prosperity. Organizations that are able to attract and retain capable and motivated people will succeed. Those that do not run, run the risk of not surviving.

### Topics Include:

- Introduction and Course Overview
- Understanding Yourself
- Typology
  - Typology History
  - The Goodie Basket
  - Self Assessment
  - Keywords
  - Teamwork
- Temperament and Leadership
  - Two-Letter Temperaments
  - Temperamental Teams
- A Lighter Look
  - Talking to Other Types
  - Types and Tips
  - Two Views
- Leadership
  - The Situational Leadership Model
  - The Leadership Model
  - Follower Readiness
- Situational Leadership Horserace
- Stages of Team Development
  - The Four Stages
  - The Stages and the Types
- Teams Based on Types
- Building a Team
  - Hiring New Employees
  - Interview Questions
  - Standards
  - Learning Curve
- Managing Performance
  - Feedback
  - Individual Exercise
  - Accepting Criticism
- Personality Type Review
- Solving Problems
  - Problem-Solving Basics
  - The Problem Solving Process

- Barriers to Solving Problems
  - My Problems
- Making Decisions
  - Three Types of Decisions
  - Advantages and Disadvantages
- Performance Management
  - The Shared Management Model
  - Good Feedback
  - Preparing for Feedback
  - Case Study: What Upset John?
- Coaching
- Performance Documentation
  - About Documentation
  - Case Study: Who Will Be The Best?
- FAQs about Performance Reviews
- Looking Ahead
- Suggested Reading List

### Course Objective

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

### Who Should Attend?

Supervisors, managers or team leaders who need to acquire hands-on skills to conduct performance appraisal.