



PERFORMANCE MANAGEMENT



Learn how to maximize the effectiveness of your team

Duration: 2 days

Groups: up to 8 participants

Overview

This program develops the skills and techniques that maximize performance and increase the value in teams. This process needs to be viewed as a year-round process, rather than just a once a year discussion. This hands-on skills-based workshop will provide you with useful tools and consists of real-life practical examples.

Who Should Attend

This program is particularly suitable for middle to executive level managers.

Learning Objectives

By the end of this program, participants will be able to:

- Set meaningful goals and SMART performance indicators
- Communicate about performance on an ongoing basis
- Address poor performance issues
- Prepare for the appraisal discussion
- Identify development needs
- Give and receive objective and constructive performance feedback
- Provide a culture of respect and trust within the performance development process by effectively listening to direct reports.

What Attendees Can Expect

Participants will learn the principles behind effective performance management and the practice to making it happen.

Self-diagnostics, hands-on experience and tutorial input will help participants gain an understanding of how this process will enable them to develop themselves and their team.

Program Outline

- Performance management defined
- Diagnostic
- Goal setting and performance expectations
- The roles of the manager and employee in the performance development process
- Working with direct reports during the performance management cycle
- Effective listening skills
- Handling challenging situations
- Monitoring performance and conducting ongoing meetings
- Preparing for the appraisal session
- Action plan

Workshop Options

This program is available in two versions:

- GOLD - standard learning materials
- PLATINUM - limited tailoring of components to match the client's own business context and processes.

This program is typically tailored for each client and delivered on an in-house basis. This maximizes the program's relevance for the delegates and ensures the best possible return on investment.

Accreditation



This program is accredited by the Certification Service for Continuous Professional Development and carries the CPD kite mark. Tailoring of the program may require the resubmission of materials to the certification service.



Pilat Facilitators

Pilat consultants have extensive experience in facilitating sessions/workshops with groups, ranging from small teams to large group forums/strategy sessions.

This includes:

- Designing and facilitating leadership development workshops for a range of private and public organizations
- Teaching university post-graduate courses on managing change and organizational development
- Working with departments undergoing organizational change, enlisting employee input in developing their new structure and roles
- Facilitating action learning teams - ensuring that maximum learning takes place through looking at the process of the team
- Working with new teams to help them clarify their goals, roles and ways of working.

To help ensure that group meetings are effective in achieving their desired outcome, Pilat can help both with the design of the session(s), as well as their facilitation.

About Pilat

Pilat HR Solutions, founded in 1974, has dedicated over three decades to bringing rigor to HR, working with organizations to increase their employees' performance and to realize their true potential. We do this through our combined focus in three areas of specialism - Consulting, Technology and Data.

Clients who partner with us tell us that they value their experience of:

- Passion - "We will demonstrate a contagious passion for helping you achieve your business dreams; they will become our dreams."
- Ethics - "Honesty; no excuses; no blame. We will keep or exceed our promises; and the people who make them will be there with you!"
- Excellence - "Rigor in all we do. Based on our knowledge and experience, we will work together to deliver measurable excellence, nothing less."
- Best-fit - "We will partner with you to understand your precise requirements, and provide the best-fit solution - if we can't, we will point you toward others who can."

Additional information can be found at www.pilat.com.

To schedule an exploratory discussion with a member of our team, e-mail info@pilat.com or call (US office) +1 800 338 9701 or (UK office) +44 (0)20 8343 3433.

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