

# Performance Management

## Workshop Purpose:

To provide participants with an understanding of the purpose and value of performance management as an integrated part of the business planning process and to develop their ability to manage individual performance.

## Workshop Outcomes:

On completion of this programme, participants will be able to:

- Position the performance management plan as part of the business plan
- Understand performance management as a process and continuous development tool
- Understand the performance management cycle
- Develop behavioural skills
- Complete a performance development plan - determine key job responsibilities, identify specific goals and objectives, identify performance standards/criteria
- Track individual/team progress
- Motivate and recognise good performance and correct performance problems
- Differentiate between interim progress reviews and annual performance reviews
- Structure a performance review discussion
- Handle disagreement, defensiveness and



## Who should attend:

Managers/supervisors involved in managing individuals' performance

## Duration:

### 3 days.

Programme is modularised and can therefore be customised to client requirements which can impact on duration. Programme can also be conducted over a period of time with on-the-job application assignments between modules.

For a minimum of 8 and a *maximum* 20 participants per session

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