



## Managing Employee Performance

**This one day course will show delegates how to use Performance Management tools to increase business efficiency, process and product quality and customer satisfaction.** Performance management is a proven worthy successor to the annual Performance Appraisal (or "the annual reprisal" as it has become known). Performance Management is a simple to understand, non-bureaucratic, realistic approach to engaging all your employees to take ownership of business improvement vi their own self-development.

### **Aimed at:**

Managers, Team Leaders and Supervisors who have responsibility for the performance and development of their staff.

<b>In-House:</b>	at your premises
<b>Course Duration:</b>	1 Full Day (date & start time to suit you)
<b>No. of Delegates:</b>	12 delegates max

### **Course Content:**

- Why appraisals are obsolete
- Why HR is not responsible for Performance Management and you are!
- What is your vision and mission as a business - do you have one? Do employees know it and live it?
- Job Descriptions: Let's talk "accountability" rather than "responsibilities"
- The importance of engaging your employees - the difference between participation and involvement
- Creating an employer brand
- Learning as opposed to training
- Have you got a business plan" Is it up to date? Who wrote it" Who reviews it?
- Feedback: Improving the quality of one-to-one workplace conversations
- Importance of follow-up
- Personal Development Plans (PDPs)
- How to run a performance management meeting

### **Pre-course preparation**

Delegates are asked to bring with them an anonymous actual performance management issue case study from their workplace for group discussion and resolution.

### **Delegates Receive:**

Certificate of Training  
Course Notes  
Course Materials

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