

MANAGING PERFORMANCE

DAYS OF TRAINING: 1

UNDERSTAND PERFORMANCE MANAGEMENT

- Performance management
 - Understanding performance management
- Performance management plan
 - Understanding performance management plan
 - Identifying performance expectations
- Job description
 - Discussing the job description

PERFORMANCE-PLANNING MEETING

- Understand performance-planning meeting
 - Opening a meeting
 - Creating performance goals
 - Understanding performance planning
- Process for providing feedback
 - Providing feedback
- Coaching employees
 - Documenting feedback and coaching effort

APPRAISING EMPLOYEE'S PERFORMANCE

- Performance appraisal process
 - Understanding the performance appraisal process
- Gather appraisal materials
 - Gathering appraisal materials
 - Understanding self-evaluation
 - Gathering feedback and writing the performance appraisal
- Prepare for an appraisal discussion
 - Preparing for appraisal discussion
 - Preparing employees for appraisal discussion
- Leading an appraisal discussion
 - Identifying steps to lead an appraisal discussion
- Respond to and resolve conflict
 - Identifying guidelines to improve listening skills
 - Understanding types of communication to avoid
 - Resolving conflict in an appraisal discussion

LEGAL APPRAISAL

- EEO laws
 - Identifying responsibilities in relation to laws enforced by the EEOC
- Risks of legal challenge
 - Maintaining positive communication

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PERFORMANCE IMPROVEMENTS

Plan performance improvements

- Handling performance problems

- Determining the cause

- Identifying how communication helps solve performance problems

- Encouraging communication

Conducting status meetings

- Conducting a meeting

Maintaining documentation

- Documenting ongoing communication