



MANAGE INDIVIDUAL
AND TEAM
PERFORMANCE
US 11473

NQF 4

Programme

Outline

COURSE OUTCOMES

After attending this course you will be able to:

- understand what performance management entails
- know what the main purposes of performance management are
- describe the seven pillars that must be in place to manage performance effectively
- understand the performance management cycle
- use the right steps to manage performance effectively
- prepare yourself and the candidate for the performance contracting session
- do performance contracting in the correct way
- use performance documentation in the correct way
- monitor and measure performance by using the correct methods and techniques
- plan a performance appraisal session effectively
- guide the candidate to prepare for the performance appraisal session
- perform a performance appraisal session by using the steps in the process correctly
- give feedback on good performance effectively
- give feedback on development areas in the correct way
- compile an action plan correctly
- address poor performance in the correct way.

		Programme
	Topic	DAY 1
	<p>INTRODUCTION TO PERFORMANCE MANAGEMENT</p> <p>Registration Pre course Assessment Welcome</p> <p>Introduction to Performance Management</p> <ul style="list-style-type: none"> • Performance management cycle • Performance management process • Pillars of performance management • Performance contracting • Performance management documentation 	
	Topic	DAY 2
	<p>Recap</p> <ul style="list-style-type: none"> • How to monitor and measure performance • How to coach team members effectively • How to monitor own performance • How to plan for a performance appraisal session (candidate) • How to plan for a performance appraisal session (team leader or manager) • How to conduct a performance appraisal session • How to behave during a performance appraisal session (team member) 	

Topic	DAY 3
<p data-bbox="472 243 561 275">Recap</p> <ul data-bbox="518 310 1101 632" style="list-style-type: none"><li data-bbox="518 310 967 375">• How to give feedback on good performance<li data-bbox="518 380 1073 445">• How to give feedback on development areas<li data-bbox="518 449 1016 483">• How to address poor performance<li data-bbox="518 487 1101 520">• How to receive feedback in the right way<li data-bbox="518 525 1008 558">• How to compile a new action plan<li data-bbox="518 562 704 596">• Role plays<li data-bbox="518 600 769 632">• Knowledge test <p data-bbox="472 667 732 699">Course evaluation</p>	