

# Performance Management

## Overview

This course will assist learners to develop a range of leadership and communication skills that will promote collaboration and enhance both individual and enterprise performance. Learners will gain knowledge of how to create an environment of mutual respect and understanding by developing shared goals and expectations, through the exchange of performance feedback, learning and development opportunities, and evaluating results.

## Who should attend this course?

All individuals that have an influence over the lives of others. This course is especially beneficial for business professionals, HR Professionals and Interns, team leaders, supervisors, and managers.

## In this highly practical course delegates will learn:

Performance Management

What is involved in a performance management system?

What should an appraiser do?

What is 360 degrees feedback program and how can it help?

Appraisal Meetings

How to hold an appraisal meeting?

How to encourage openness?

Goal Setting

How to make sure performance targets are consistent with business objectives?

What is KPI and how does it relate to performance management?

What reward systems help to boost staff's performance?

## Benefit to the Organisation

After completing this course each learner will understand that it is due to this process that organisations' are able to create and sustain a workplace environment that:

- Values continuous improvement
- Adapts well to change
- Strives to attain ambitious goals
- Encourages creativity
- Promotes learning and professional development
- Is engaging and rewarding for employees

**The course is divided into distinct sessions where delegates learn the specific skills and get to practice each skill in carefully designed exercises.**

A certificate of attendance with feedback will be issued by Keybase Training Solutions.

**Duration:** 2 Days

**Prerequisites:** Speak, read, and write English.