

PERFORMANCE MANAGEMENT SKILLS
“You can’t manage what you can’t measure”
2 Days (Excl. Situational Leadership)
3 Days (Incl. Situational Leadership)

Virtual | Blended | Online | Classroom

(Credits gained towards Further Education and Training Certificate: Generic Management, NQF 4)

1. UNIT STANDARD

Manage individual and team performance

Unit Standard:	11473
NQF Level:	4
Credits:	8

2. PROGRAMME OVERVIEW

Every team, in every business, has targets, goals, deadlines and deliverables. Things need doing, and getting the doing done is every team member’s responsibility. This is where good managers really shine – making sure that the team around them hits targets, reaches goals, meets deadlines and delivers quality consistently. This is the essence of performance management.

Our **Performance Management Skills** course is designed to help managers, and by extension their teams, truly shine. Delegates are taught techniques and tools for setting performance goals, for keeping their teams on track, for inspiring individuals to do their best and for evaluating performance and adjusting where necessary.

We can incorporate Situational leadership: to lead not from where you are but from where the other person is. It is not about over analyzing your own preferred style of leadership, but to analyse the requirement of each person who reports to you regarding his/her tasks. As a situational leader, you lead by either offering support, give a specific instruction, delegate tasks and or coach a team member for success.

3. LEARNING OUTCOMES

At the end of the **Performance Management Skills** course, delegates will be able to:

- Set performance goals and measurement criteria.
- Formulate development plans.
- Monitor and evaluate performance.

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

4. TARGET AUDIENCE

The **Performance Management Skills** course has been compiled specifically for individuals who are or who aspire to become supervisors or line managers. Learners learn how to set performance goals and measures; formulate development plans; monitor and evaluate performance.

5. OUTLINE

Module 1: Managing Poor Performance.	Module 2: Setting SMART Goals/Objectives	Module 3: Formulate Development Plans
The responsibility of performance Reasons for non-performance How to manage poor performance – steps Behavioural change Task interference v.s. consequence imbalance How to motivate employees The source of employee motivation	The Process with emphasis on Action Performance Measures Performance Reviews	SWOT Analysis with emphasis on strengths KPI's and KPA's Developing the Individual Plan
Module 4: Monitor and Evaluate Performance	Module 5: Situational Leadership	
The GROW coaching model Questioning, Listening and Effective feedback Personality styles Performance Appraisal, Employee Appraisal, Performance review Types of Employee Performance Goals Recording the Progress (with template) Employee-driven approach Continuing the process	Delegating Supporting Coaching Directing	

6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

Demonstrations, role-plays, experiential exercises, discussion activities and videos are used to encourage participation among delegates. Upon course completion, a report will be provided with the facilitator's feedback on the delegate's performance which identifies areas for further development

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7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:

Further Education and Training Certificate: Generic Management, NQF 4

You might also be interested in the following courses. Click on the course name to learn more, or get in touch directly on 010 612 0679 and info@tlo.co.za

Business & Report Writing

Time, Priority and Stress Management

Finance for Non-Financial Managers

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