Performance Management Course Outline

Course Overview

The essence of management is learning how to achieve results through other people. Until you learn to make the most of people resources, your career and success will be limited. If you’re an executive or manager, Performance Management can help you improve the effectiveness of your subordinates. And the more effective they are, the more carefree your work will become, and the more successful you’ll be. Learn how to:

- Set clear goals
- Motivate employees to do their best
- Prepare formal performance appraisals
- Face people problems head on

Course Details

<table>
<thead>
<tr>
<th>Class Duration</th>
<th>2 days (13 contact hours)</th>
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<tbody>
<tr>
<td>Course Materials Provided</td>
<td>Student manual and electronic files</td>
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<tr>
<td>Course Price</td>
<td>$995 per participant. Special group pricing available.</td>
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Prerequisites

A basic familiarity with subject matter helpful, but not required.

Instructors

We hand pick our instructors to ensure you receive a top-quality educational experience. Some of our instructors have over 20 years of experience in the field, as well as years of adult education experience. We require that our instructors have a minimum of 10 years of experience in the subject matter they deliver, as well as at least three years of adult education classroom experience. Your training class is only as good as your instructor.

Our founder, Brian Salk, PhD, PMP®, PMI-ACP®, personally hires and trains all of our instructors. Our instructors attend Dr. Brian’s intensive train-the-trainer session, designed to help instructors deliver effective, interactive, and informative training sessions that are tailored to the unique learning styles of adult students. Dr. Brian’s highly interactive teaching style is based on proven educational theory and over 25 years of practice. He has won the prestigious Worldwide Excellence in Training award four times.
Performance Management Course Outline

Lesson 1: Goals – Guides to Action
- Goals Begin at the Top – Well, Almost
- Goals Versus Activities
- Characteristics of Effective Goals
- Three Mistakes to Avoid
- Get It on Paper
- Four Steps to Accomplishing Goals
- Summing Up

Lesson 2: Motivation – The Not-So-Secret Ingredient of High Performance
- Theories of Motivation
- What About Rewards?
- Practical Tips for Motivating
- Summing Up

Lesson 3: Monitoring Performance – Looking For What’s Going Wrong and Right
- Observe and Gather Data
- Move from Observation to Discussion
- Be an Active Listener
- Ask the Right Questions
- Form and Test Your Hypothesis
- Summing Up

Lesson 4: Closing Gaps and Improving Performance – The Basics of Coaching
- Coaching Opportunities
- Discussion and Agreement
- Active Coaching
- Follow-up
- Summing Up

Lesson 5: Becoming a Better Coach – Beyond the Basics
- Conserve Time and Energy
- Create the Right Climate
- Avoid These Common Mistakes
- The Challenge of Team Coaching
- Summing Up

Lesson 6: Formal Performance Appraisal – Improving Results Through Feedback
- What Is It?
- Eight Steps to Effective Appraisal
- Two Problems to Avoid
- Summing Up

Lesson 7: Employee Development – Helping People Grow in Their Careers
- Begin with the Employee
- Develop a Plan
- Basic Tactics for Employee Development
- Summing Up

Lesson 8: Intractable Performance Problems – Face Them Head-On
- Diagnose the Problem
- Confront Poor Performers
- Handling C Performers
- Is Burnout the Problem?
- When All Else Fails
- Summing Up