



## Performance Management Managing Employee Performance

*Description: Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This course will teach participants some ways of achieving those tasks, including: Tools to help employees set and achieve goals, a three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills, motivational tools and techniques, and coaching methods and skills.*

**Session One:** Course Overview.

**Session Two:** The Shared Management Model

**Session Three:** Setting Goals

- Setting Goals with SPIRIT
- Getting Into It

**Session Four:** Phase I (Preparation)

- Overview
- Choosing the Right Person for the Job
- Setting Standards
- Effective Training
- Coaching 101
- Coaching Exercise

**Session Five:** Phase II (Activation)

- Overview
- Motivation

**Session Six:** Phase III, Part A (Ongoing Evaluation)

- Overview
- Characteristics of Effective Feedback
- Individual Exercise
- Positive Feedback
- Constructive Feedback
- Accepting Criticism.

**Session Seven:** Phase III, Part B (Formal Evaluation)

- Overview.
- Case Study: What Upset John?
- About Performance Reviews
- Workshop Wrap-Up