

OBJECTIVES OF THE PROGRAMME

The objective of this Skills Programme is to provide Learners with the critical knowledge and skills needed to manage the performance of their team members effectively via the conducting of truly professional monthly performance reviews and annual/bi-annual performance appraisals.

LEARNING OUTCOMES [US 252034/NQF LEVEL 5/8 CREDITS]

At the end of the learning process Learners will be able to:

- ▶ Formulate performance standards for team members in a unit
- ▶ Establish systems for monitoring performance
- ▶ Prepare for a performance review of a team member
- ▶ Conduct a performance review interview

PROGRAMME OUTLINE

- ▶ Introduction - what is Performance Management/pitfalls and benefits relating to Performance Management
- ▶ Performance Agreements including:
 - Performance standards/objective setting/action plans
 - Involving team members in the setting/agreeing of "SMART" objectives
- ▶ Developing a Performance Management Process including:
 - Reviewing different performance monitoring systems
 - Developing appropriate processes/forms/rating scales etc. OR reviewing their company's processes/forms/rating scale etc.
- ▶ Preparing for a Performance Review including:
 - Agreeing the time, place, nature of the Performance Review
 - Preparing for the Performance Review
 - Identifying methods of giving constructive feedback
- ▶ Conducting a Performance Review including:
 - Providing appropriate feedback
 - Recording your findings appropriately
 - Agreeing action plans for the future



Who Should Attend:

This skills programme is aimed at Managers at all levels who have a responsibility to manage the performance of their team members and conduct truly effective monthly performance reviews and annual performance appraisals.



Duration:

2 days of training, 1/1½ days of assessments of Portfolios of Evidence, plus half a day of internal moderation and half a day of post training feedback.



Accreditation:

This skills programme is linked to Qual. ID 59201 (National Certificate: Generic Management) and is accredited with the Services Seta. Learners who successfully complete their Portfolios of Evidence will be awarded Certificates of Competence with 8 Credits.

www.wisdom-hub.co.za

