PERFORMANCE MANAGEMENT

Leadership Course   4 hours
Leadership Course Addressing Poor Performance   4 hours

Spanish | English

Leadership Course

People are more engaged and strive for better results when they feel ownership of their work process and outcomes. Unfortunately, leaders and employees fall short because of lack of ownership. This course demonstrates the positive effect of shifting some of the ownership from the leader to the employee. This shift builds employee ownership and allows the leader to focus on coaching and developing throughout the performance period. Trainees experience how to use effective (SMART) goals to help them track progress and fairly evaluate outcomes. (when supervisors are trained separately, additional emphasis is provided on supervisory responsibilities before, during, and after performance reviews).

Does your organization face any of these issues?

- Are leaders bearing all the responsibility for monitoring, collecting, and analyzing performance data?
- Do leaders spend too much time coaching for improvement due to employees' lack of commitment to a performance plan?
- Do employees go into performance reviews with a fear of the unknown?

Leadership Course Addressing Poor Performance

Just one employee with chronic performance problems can drag down the productivity and morale of an entire work group. And it can dominate a leader's time and lead to frustration and stress. This course builds leaders' skills in handling chronic performance problems. They learn how to document and present a solid case for needed improvement and use effective interaction skills. Leaders identify the steps to take after the performance problem discussion to provide ongoing feedback and support, and determine if it is necessary to impose formal consequences.

Does your organization face any of these issues?

- Are your leaders ill-prepared to conduct performance problem discussions?
- Do leaders fail to gather and document the specific and accurate performance data they need?
- Can your leaders defuse strong emotions when discussing performance problems?
- Do employees understand why their performance doesn't meet expectations and what will happen if they don't improve?

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