

# Strategic Performance Management for Line Managers Training Course



Vital to the success of today's leading organisations, is the implementation of a performance management system that drives focus & transparency – aligning individual performance contracts with departmental business plans to achieve the overall company vision, mission & strategies. The success of your performance management system lies in the ability to equip your employees with the skills & imperative tools to take charge of their work responsibilities, development & future.

How do you promote the process when many employees still harbour negative feelings about performance management? How confident are you when preparing & conducting performance review discussions, especially when you have to address poor performance?

As a line manager, it is important that you gain a solid understanding of what your performance management system entails, & follow a strategic step-by-step process to successfully align your department's goals with business objectives. It is also important to establish a culture of giving & receiving regular feedback to highlight performance issues at an early stage.

## Course Objectives

This 2-day, practical hands-on training workshop is designed to provide you with the hands-on skills to develop employee goals & departmental business plans that feed into the overall corporate vision, monitor performance continuously by using the correct tracking & measurement tools, & implement an efficient reward system. You will also learn how to prepare & conduct performance appraisals, rectify poor performance & create effective performance development plans for individual employees.

## Course Deliverables:

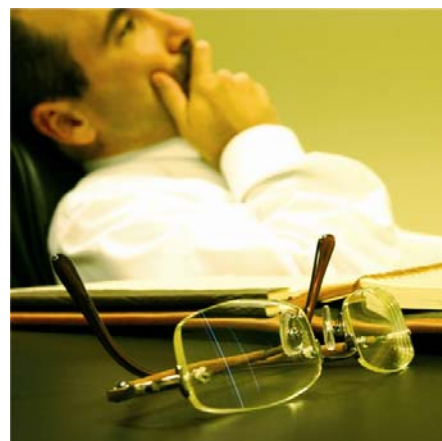
- Comprehensive course notes and advice on further sources of information.
- Certificate upon completion of the course

## In-house Training

All Analytix Courses are available in-house, should your organisation have a number of people or multiple sets to train. The cost advantages & the ability to discuss & resolve organisational issues are two major attractions of such training.

## Who will benefit?

- Heads of Departments
- Managers
- Supervisors
- Foremen
- Team Leaders



## What you will learn

As a result of attending this course, delegates will learn how to:

- Strategically align individual goals and your department's business plan with the overall company objectives
- Set realistic and achievable performance standards taking into account company expectations and employee feedback
- Draw up results-driven performance development plans in conjunction with your employees and implement the best coaching methods
- Ensure maximum buy-in and commitment from all key players and promote a positive mindset
- Track your department's performance using the most effective tracking and measurement tools
- Conduct a performance appraisal confidently and objectively to boost employee performance and motivation



## **Course Content**



### **Successfully Align your Employee Goals with your Overall Business Strategy & Objectives**

- Setting individual & departmental goals
- Linking your department's function to the overall company vision, mission, strategies & goals
- Creating a business plan that feeds into the corporate vision
- Setting up a team performance plan to reach business objectives
- Developing individual action plans & personal performance contracts
- Drawing up work profiles
- Identifying key people in your department who can support other employees to enhance performance

### **Ensure Commitment & Buy-In from all Key Players by Promoting a Positive Attitude towards Performance Management**

- How are individual & departmental goals linked to the corporate vision
- Employee performance impact on business results
- Involve employees when drawing up your department's business plan
- Organise team building exercises to reinforce your department's business goals
- Set objective individual goals during a special one-on-one meeting
- Negotiate target setting with your employee
- Develop clear personal action plans
- Utilise key communication tools to create awareness around performance management
- Use employee feedback & suggestions constructively to rectify weaker performance areas

### **Enhance your Department's Performance by Setting Realistic Standards & Negotiating Win-Win Contracts**

- Establishing expectations of the department & determining how employees contribute
- Developing performance standards according to these expectations & recording them
- Highlighting all requirements, roles & responsibilities of a specific job function in a performance contract
- Reaching an agreement with the employee on what is expected from him/her
- Using a rating system or criteria to measure actual performance on three levels
- Creating development areas in your department & ensuring/promoting continuous improvement
- Setting up a performance record for each employee & developing a personal plan

### **Address Potential Performance Issues Immediately by Effectively Identifying them through Continuous Monitoring**

- Track your department's performance by using the business Balanced Scorecard system
- Enhance performance by using powerful tracking tools
- Evaluate employees according to their KPA's / KPI's
- Use customer & business culture surveys to evaluate employees objectively
- Establish set timeframes to conduct feedback sessions & book appointments in advance
- Draw up a strategic plan for feedback sessions that include soft & hard skills
- Identify problems & brainstorm with employees
- Create an open door policy where employees feel comfortable to approach their superiors & speed up the feedback process

### **Prepare & Conduct Performance Review Discussions & Appraisals with Confidence**

- Notify the employee in advance & keep a copy of all documents
- Develop a specific form discussing each employee's KPA's / KPI's, development areas & solutions for completion, by both of you before the meeting
- Interact with all the stakeholders beforehand to prepare comprehensive reports
- Identify areas of success & determine development areas that should be discussed
- Establish the value of the employee in terms of his/her contribution & focus on positive elements during a review discussion
- Exchange completed forms with the employee to obtain his/her point of view & pass your view over
- Follow a step-by-step process when conducting a performance review
- Encourage employees to take ownership of their development & let them come up with suggestions to improve their own performance

## Course Content (Continue)



### **Implement Personalised Development Plans To Rectify Poor Performance**

- Establish the reason for low performance by investigating the matter with all stakeholders
- Determine the competency level & introduce a competency framework
- Provide training if the employee has the will-power but lacks imperative skills
- Beat negative attitude by presenting employees with the opportunity to go for counselling & use their ideas to improve the situation
- Follow a step-by-step process to implement a "Get Well Plan":
  - What is the problem?
  - Why is it a problem?
  - What are the expected results?
  - How do you achieve the desired result?
- Appoint a personal development committee to discuss performance/moves internally & externally
- Use assertiveness to address low performance issues with confidence

### **Choose the Best Coaching Method to Drive Performance Results**

- Establish why an employee is not achieving desired results
- Choose the best method of coaching after determining the employee's personality & needs
- Encourage the employee to take ownership of the process after acknowledging a performance issue
- Get an external coach if you encounter a specialised problem
- Follow a step-by-step process during the coaching process
- Include effective practical sessions & role plays & assess the process on a frequent basis

### **Boost your Performance Management System by Linking it to an Effective Remuneration/Reward Plan**

- Rewarding good performance in front of peers
- Establishing a system where employees can allocate points to each other
- Using performance ratings to determine bonuses
- Introducing additional financial incentives on a regular basis
- Utilising the reward system to develop leaders
- Recognising qualifications & work experience when rewarding good performance
- Implementing a team reward system in order to encourage individuals to perform as a team

### Consulting Services

Analytix also offers consulting services to support the design and implementation of Performance Management Systems, helping clients to establish simple but effective measures of strategic performance.

Our consulting services include:

- Vision and strategy facilitation, assisting management and teams to reach consensus on strategic goals, and to map the strategic destination for their particular organisation or business unit. The deliverable is a clearly defined, agreed upon strategy map, cause, and effect linkages, objectives, measures, targets, ownership and initiatives.
- Balanced Scorecard development, including Corporate and Team objectives, measures and scorecards consulting using the Balanced Scorecard.
- Design and implementation of Corporate Performance Management policies and procedures.
- Individual performance objectives, measures, and performance contracts.
- Competency management systems and Personal Development Plans.

## **Register Today**

To register, or for more information, please contact us:

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