



Business



# Everyday Performance Management that Works

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1 Day Course



Classroom or Virtual  
Blended Training



## Accredited Course

Aligned to Unit Standard 13912 (5 credits) in the Business Administration Level 4 and Generic Management Level 3 Qualifications.



## About the Course

 **Classroom:** R 4, 650 Excl. VAT | **Virtual Training:** R 3, 940 Excl. VAT

Effectively managing the performance of your team is a lot more than periodically explaining goals, measuring statistics and doing annual performance evaluations or ticking boxes from time to time. It is mainly about collaboration and teamwork for mutual success.



[View Public Dates](#)



1 Day



Accessible from any Location on any Device



Certificate of Attendance

Successful performance management is an ongoing, continuous process, where employees and managers work together to ensure that goals and objectives are achieved and an employee's contribution to the organisation is not only beneficial but measurable. If done appropriately, performance management can ensure the willing, goal-directed contribution of your team members.

This intensive **Everyday Performance Management that Works** 1-day programme will provide managers with the tools they need to manage their staff in a way that results in a willing and results-driven team. It is run by an experienced and expert facilitator, using practical input, discussion, case studies and exercises.



**Course aligned to Unit Standard 13912 (5 credits) in the Business Administration Level 4 and Generic Management NQF Level 3 Qualifications.**

*Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.*

## What you will learn

- Understanding the role of the 21st Century manager – and why this is important to performance management
- Discovering why formal performance management interventions are expected of managers today
- Looking at the link between performance management and situational leadership
- Assessing the role of the development plan and goal-setting in performance management
- Remedial action when goals are not being met – taking timeous and collaborative action
- Methods for creating positive outcomes during the performance interview
- Understanding the role of coaching and mentoring in performance management
- Considering the role of company policies and the labour law in the case of poor performance
- Conducting performance improvement discussions to redirect staff and regain the commitment

## Who should attend

Department Heads, Managers, Supervisors, Team Leaders, Directors, HR Personnel, Senior Managers, General Managers



“A well-presented course that highlighted the importance and impact of continuous performance management. This course has taught me valuable techniques that will help to improve my team’s motivation and productivity”

- **Cost Accountant,**  
**RCL Foods**

## Course Programme Agenda

### Understanding the Role of the 21<sup>st</sup> Manager in Managing Performance

- Discuss what performance management interventions are expected of managers today?
- Is it still planning, organising, leading and controlling?
- Understanding the dynamics of interaction with your staff
- The interrelationship between performance management and situational leadership

### The Role of Performance Management in an Organisation

- Understanding the principles of performance review versus performance management
- Seeing the value of the performance review process
- Realising that performance management isn't just another HR function

### Setting Performance Goals and Measures

- Ensuring performance goals are measurable, clear, achievable and aligned to individual career paths, organisational objectives and legislative requirements
- Making performance measures quantifiable to facilitate performance evaluation
- Obtaining agreement from all relevant parties on performance goals and measures
- Using the performance contract as a source document for performance evaluation

### Formulating Development Plans for Increased Performance

- Assessing the role of individual staff development plans in performance management
- Ensuring that development plans are focused on competencies needed to achieve performance goals of the individual, department and organisation
- Including specific improvement actions, time frames and accountability in each development plan
- Aligning development plans with legislative requirements and individual career paths
- Obtaining buy-in on development plans from relevant parties

### Formal Performance Review / Assessment

- Using up-to-date and appropriate performance evaluation techniques
- Aligning performance goals and measures with organisational and industry practices and values
- Monitoring and assessing performance on an ongoing basis against performance goals
- Recording progress and updating records consistently to accurately manage performance
- Analysing performance records to identify variations in performance and to compile a suggested plan of action
- Giving feedback to address competence gaps and poor performance, recognising good performance and revising performance goals
- Providing constructive feedback that is tactful, honest, respectful and is focused on performance

### Creating Positive Outcomes During the Performance Interview

- Discovering how to conduct a successful performance interview
- Discovering and implementing the different forms of feedback
- Importance of assessing your communication style to enhance two-way communication during a performance review
- Understanding the importance of meeting individuals' needs and expectations
- Designing ways to ensure that staff take ownership for their own performance
- Role-play: a structured example of feedback on performance and knowledge of results
- Outlining ways to build on excellent performance
- Brainstorming ways of rewarding outstanding performance
- Understanding the importance of constant performance feedback
- Describing the best way to give constructive criticism

### Taking Remedial Steps to Deal with Performance Deviations

- Reviewing the thinking process behind solving performance deviations and outline options for performance problems
- Explaining why solving "people" problems is important in the corporate environment
- Understanding the role of the Labour Law in handling cases of poor performance
- Describing the best way to give constructive criticism
- Brainstorming ways to solve performance deviations
- Identifying possible symptoms of performance problems
- Building a conceptual framework of how adults learn and how to improve poor performance
- Understanding that support is the best way to improve performance
- Identifying ways to reward excellent performance
- Designing strategies to maintain and enhance outstanding performance



## Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



### Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

\*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



### Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

\*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



## Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification\*



Provides a Great Networking Opportunity

## Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



## CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email [cassidy@cbm-training.co.za](mailto:cassidy@cbm-training.co.za). Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



## Interested? Here's the Next Step



### SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

Work out a Cost Estimate

Request a Quotation



### HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email [info@cbm-training.co.za](mailto:info@cbm-training.co.za).

## ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

## GET IN TOUCH

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