

# MANAGING EMPLOYEE PERFORMANCE

## COURSE OVERVIEW

For managers, one of the most challenging aspects of the work is the performance review meeting. This short face-to-face interview is so often the source of conflict, and lasting disappointment, that many managers seek to avoid it altogether. But performance Management is much more than this meeting with your people. Performance Management involves a much wider and ongoing process of helping your people achieve their potential, while contributing towards the overall success of the organization. Good review sessions need to be planned, and structured in such a way as to enable free flow and open exchange of feedback, and opinions. In this course, you will learn techniques to plan for and manage employee performance, and the communication and other techniques required to manage the performance interview.

By the end of this course, you will be better able:

- To plan and prepare effectively for performance reviews;
- To handle performance review discussions with employees with confidence;
- To control discussions which encounter disagreement and confrontation;
- To counsel employees with performance problems;
- To use a range of interpersonal communication skills and techniques to get the most out of performance review discussions.

## COURSE CONTENT

The content of this course includes:

- Understanding Performance Management
- The Manager's Role in performance Management
- Preparing for Performance Reviews
- Managing the Review Meeting
- Planning Performance
- Developing your People
- Dealing with Under-Performance

**Suitable For:** Supervisors and Managers

**Course Duration:** 8 Hours

**Course Access Duration:** You will have access to your course for 90 days from date of purchase

**Certification:** Completion Certificate

**Resources:** Learners manual, additional articles and worksheets

**ILM Equivalence:** M3.26 – Understanding Performance Management

**FEES:** £79.00