

## **MANAGING PERFORMANCE**

PM08.60

This course covers the basics of creating a performance plan and the appraisal process. Students will learn how to conduct a performance-planning meeting, document the performance plan and provide positive and constructive feedback. The topics for providing effective appraisals include coaching employees during appraisal periods and conducting appraisals with a focus on the employee's performance. Through interactive exercises, classroom activities explore handling performance problems with employees and making performance improvements along with documenting ongoing communication. The class will also explore techniques for responding to defensive employees and resolving conflicts in appraisals with an emphasis on understanding the laws and reducing the risk of legal challenge.

### **PREREQUISITES**

- None

### **LEARNING OBJECTIVES**

- Understand the importance of creating a performance management plan and the steps to establish the plan.
- Identify the steps to conduct an effective performance-planning meeting and the process of providing feedback
- Identify the types of coaching and document coaching and feedback efforts.
- Understand the performance appraisal process.
- Identify and gather material to prepare for an appraisal discussion.
- Identify legal appraisals and responsibilities in relation to laws enforced by the EEOC, risks of legal challenges, and the importance of maintaining positive communication.

### **WHO SHOULD ATTEND**

- People managers

### **COURSE OUTLINE**

- Understand performance management
- Performance-planning meeting
- Appraising employee's performance
- Legal appraisal
- Performance improvements

There are numerous exercises to reinforce the concepts taught in this class.

### **CLASS LENGTH**

- One Day (8 PDUs)