

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve performance

Course Name:
Performance
Management:
*Manage, motivate and
maximise team potential*



COURSE DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng


192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

1st floor, TBE, 3 Bridgeway,
Bridgeway Precinct,
Century City,
7411

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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COURSE OVERVIEW

This workshop is designed to equip emerging leaders with the essential skills and knowledge required to effectively manage and motivate their teams.

Participants will learn how to maximize team potential, foster a high-performance culture, and drive organizational success through strategic performance management.

COURSE OBJECTIVES

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

1. Understand the key principles and practices of effective performance management.
2. Develop strategies to motivate and engage team members.
3. Set clear performance expectations and goals.
4. Conduct productive performance appraisals and feedback sessions.
5. Address performance issues and implement improvement plans.
6. Foster a culture of continuous improvement and high performance.

COURSE OUTLINE

Module 1: Introduction to Performance

Management

- Understanding Performance Management
- Performance Management Cycle
- The Role of the Leader in Performance Management
- Aligning Team Goals with Organisational Objectives

Module 2: Setting Performance Expectations and Goals

- Defining Clear Expectations
- Communicating Expectations Effectively
- Goal Setting Techniques
- Individual and Team Goals
- Aligning Goals with Performance Metrics

Module 3: Motivating and Engaging Your Team

- Theories of Motivation (Maslow, Herzberg, etc.)
- Intrinsic vs. Extrinsic Motivation
- Strategies to Enhance Motivation
- Recognizing and Rewarding Achievement
- Creating a Positive Work Environment

Module 4: Conducting Performance Appraisals

- Preparing for Appraisals
- Gathering and analysing Performance Data
- Self-Assessment and Peer Reviews
- Effective Feedback Techniques
- Handling Difficult Conversations

Module 5: Addressing Performance Issues

- Identifying and Diagnosing Performance Problems
- Root Cause Analysis
- Performance Gap Analysis
- Implementing Improvement Plans
- Monitoring Progress and Providing Support

Module 6: Fostering a High-Performance Culture

- Building a Culture of Continuous Improvement
- Encouraging Innovation and Initiative
- Promoting Learning and Development
- Measuring and Sustaining High Performance
- Key Performance Indicators (KPIs)
- Regular Review and Adaptation of Performance Strategies

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client