



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Performance Management

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

New managers want to be able to step forward and assume their new responsibilities with confidence. They want to be able to lead the individuals on their team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and designing and implementing performance standards. New managers also want to develop talent within their team by employing effective performance-management strategies on the job. This course will give new managers essential performance-management skills.

Target Audience

This course is intended for:

- A wide range of first-time managers.

Prerequisites

There are no prerequisites for this course. Though, it is recommended, but NOT mandatory, to complete the *Coaching Essentials* course first.

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Identify methods of becoming a manager of choice within their workplace by establishing a reputation as a manager who invests time, energy, and effort in the team members and in committing to performance-management strategies on the job.
- Work with their team members to optimize their behaviour in order to yield better results for the company, collaborate with team members to establish performance goals, ensure those goals are in alignment with business needs, discuss performance appraisals with their team members, and deliver coaching and feedback as necessary.
- Create creative, instructive development plans for team members seeking career growth and strategic development plans to help team members who are seriously struggling to meet their job requirements.



Microsoft Partner

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Course Topics

Module 1: Becoming the Manager of Choice

- Develop Talent
- Harness Engagement
- On-Board New Team Members

Module 2: Using Performance Management Skills to Improve Performance

- Identify Individual Performance Goals
- Discuss a Performance Appraisal
- Use Effective Interviewing Skills
- Provide Appropriate Feedback and Coaching

Module 3: Creating Performance and Development Plans

- Initiate the Performance Plan
- Create an Improvement Plan for Performance Problems
- Create a Development Plan for Career Growth

ACTIVITIES INCLUDED



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