

PERFORMANCE MANAGEMENT TRAINING FOR LEADERS

INTRODUCTION

Managers play a critical role in driving performance by setting clear goals, aligning team efforts, and ensuring that employees understand what success looks like. Beyond assigning tasks, effective managers are responsible for monitoring progress, managing team performance, and providing timely support to help individuals stay focused, motivated, and accountable.

This course equips managers with the necessary skills, tools, and practical frameworks to manage performance more effectively. Participants will learn how to set clear performance goals, evaluate progress, provide regular and constructive feedback, and coach team members to improve both performance and engagement.

The course also prepares managers to hold effective appraisal conversations that are objective, constructive, and development-focused. Through structured approaches and practical application, managers will be better equipped to review achievements, address performance gaps, recognise contributions, and agree on meaningful actions for future growth. When applied well, these skills help managers turn performance management into a continuous leadership practice that improves individual performance, strengthens team effectiveness, and supports organisational success.

LEARNING OUTCOMES

1. **Set clear and aligned performance goals** that support corporate objectives, departmental priorities, and individual accountability.
2. **Prepare effectively for performance reviews** by reviewing goals, gathering performance evidence, identifying key achievements, and recognising areas for improvement.
3. **Provide constructive and objective feedback** that helps team members understand performance expectations, strengths, development areas, and next steps for improvement.
4. **Manage difficult performance review conversations** with confidence, professionalism, and empathy while addressing performance gaps and maintaining employee engagement.
5. **Apply practical coaching techniques** to empower team members, strengthen ownership, support development, and improve workplace performance.

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COURSE OUTLINE

- Overview of Performance Management
 - Why Performance Matters
 - Delivering Results vs. Developing Capabilities (Managers vs. Leaders)
 - 3 Step Approach to Managing Performance
- Step 1: Set Expectations
 - Management by Objectives
 - Outcomes vs Process
 - SMART Goal / KPI setting
- Step 2: Supporting Performance
 - Commitment vs. Capability Matrix
 - 4 Styles of Approach
- Step 3: Evaluating Performance & Employee Development
 - Holding Effective Appraisals
 - Rating Errors
 - Individual Development Plans (70/20/10)
- Coaching for Performance
 - Apply the GROW model to coach for performance
 - Skills and techniques necessary for performance coaching
 - Role play practice
- Personal Application
 - Learning Review and Reflection
 - Action Plan (Do more/ Do less)
 - Close

Duration : 1 DAY WORKSHOP