Performance Management: Designing & Implementing Effective Systems

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<tr>
<th>Intended Audience</th>
<th>Mid-Level</th>
<th>Delivery Options</th>
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<td></td>
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<td>• 1-Day In-Person (Onsite or Seminar)</td>
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<td>• 3-Week Virtual</td>
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<tr>
<th>HR Competencies</th>
<th>Leadership &amp; Navigation</th>
<th>Recertification*</th>
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<td></td>
<td>Consultation</td>
<td>In-Person</td>
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<td>HR Expertise (HR Knowledge)</td>
<td>SHRM: 7.5 PDCs</td>
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<td>HRCL: 7.25 PDCs</td>
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| Program Overview |
Obtain the necessary insight and tools to design or modify, implement, and administer a performance management system that supports the mission of your organization. Learn how to evaluate performance management from a systems perspective, to understand the relationships between the various system components, and to develop strategies for interlinking components into a system that supports your organization. Engage in a variety of discussions, activities, and case studies to reinforce such concepts.

| Program Objectives |
This program is designed to provide you with the knowledge and skills necessary to:

- Align a performance management system with the strategic goals of your organization.
- Design or modify a performance management system that supports motivation, learning, mentoring, recognition, and communication between employees and their immediate supervisor.
- Establish behavioral measurements for performance review ratings
- Measure the effectiveness of a performance management system in supporting the strategic goals of your organization.

| Program Modules |
This program includes the following modules:

- Module 1: Introduction
- Module 2: Why Performance Management?
  - The scope, purpose, and application of a performance management system
  - Define key system components
  - Variables affecting system design and administration

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• Module 3: Key Roles and Responsibilities
  o Human resources
  o Executive team
  o Departmental managers
  o Front-line supervisors
  o Legal advisors
  o Employees

• Module 4: Goal Setting
  o Relationship between strategic, business, unit, and individual goals
  o Elements of individual performance goals
  o Measurement

• Module 5: No Surprises
  o Ongoing communication
  o One-on-one meetings
  o Trust and vulnerability
  o First discussions
  o Documentation

• Module 6: Reinforcement and Re-Direction
  o Reinforcing successful contributions
  o Adapting to change
  o Extemporizing circumstances
  o Performance improvement plans
  o Corrective action

• Module 7: The Performance Review
  o Building a factual foundation for evaluation
  o Defining measurement criteria
  o Establishing behavioral measurements
  o Elements of an effective performance review tool
  o Rating scales
  o The performance review meeting

• Module 8: Training
  o Purpose and goals of training for managers and employees
  o Outline for employee training
  o Outline for manager training
  o Management reinforcement

• Module 9: Measuring Performance Management
  o Efficiency
  o Effectiveness
  o Risk management

• Module 10: Conclusion

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