

Performance Management: Designing & Implementing Effective Systems

Intended Audience	Mid-Level	Delivery Options	<ul style="list-style-type: none">• 1-Day In-Person (Onsite or Seminar)• 3-Week Virtual
HR Competencies	<ul style="list-style-type: none">• Leadership & Navigation• Consultation• HR Expertise (HR Knowledge)	Recertification*	<ul style="list-style-type: none">• In-Person SHRM: 7.5 PDCs HRCI: 7.25 PDCs• Virtual SHRM: 7.5 PDCs HRCI: 7.25 PDCs

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

- Module 3: Key Roles and Responsibilities
 - Human resources
 - Executive team
 - Departmental managers
 - Front-line supervisors
 - Legal advisors
 - Employees
- Module 4: Goal Setting
 - Relationship between strategic, business, unit, and individual goals
 - Elements of individual performance goals
 - Measurement
- Module 5: No Surprises
 - Ongoing communication
 - One-on-one meetings
 - Trust and vulnerability
 - First discussions
 - Documentation
- Module 6: Reinforcement and Re-Direction
 - Reinforcing successful contributions
 - Adapting to change
 - Extenuating circumstances
 - Performance improvement plans
 - Corrective action
- Module 7: The Performance Review
 - Building a factual foundation for evaluation
 - Defining measurement criteria
 - Establishing behavioral measurements
 - Elements of an effective performance review tool
 - Rating scales
 - The performance review meeting
- Module 8: Training
 - Purpose and goals of training for managers and employees
 - Outline for employee training
 - Outline for manager training
 - Management reinforcement
- Module 9: Measuring Performance Management
 - Efficiency
 - Effectiveness
 - Risk management
- Module 10: Conclusion