Performance Management: Designing & Implementing Effective Systems

**Intended Audience**
Mid-Level

**Delivery Options**
- 1-Day In-Person (Onsite or Seminar)
- 3-Week Virtual

**HR Competencies**
- Leadership & Navigation
- Consultation
- HR Expertise (HR Knowledge)

**Recertification**
- In-Person
  SHRM: 7.25 PDCs
- Virtual
  SHRM: 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 to support motivation, learning, coaching, mentoring, recognition, and communication between employees and their immediate supervisor.
- 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: 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 2: Key Roles and Responsibilities
  o Human resources
  o Executive team
  o Departmental managers
  o Front-line supervisors
  o Legal advisors
  o Employees
• Module 3: Goal Setting
  o Relationship between strategic, business, unit, and individual goals
  o Elements of individual performance goals
  o Measurement
• Module 4: No Surprises
  o Ongoing communication
  o One-on-one meetings
  o Trust and vulnerability
  o First discussions
  o Documentation
• Module 5: Reinforcement and Re-Direction
  o Reinforcing successful contributions
  o Adapting to change
  o Extenuating circumstances
  o Performance improvement plans
  o Corrective action
• Module 6: 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 7: 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 8: Measuring Performance Management
  o Efficiency
  o Effectiveness
  o Risk management