

Performance Management

Performance Management consultation and training is an ongoing process in any organisation. The following performance management-training outline compliments the introduction of an existing, new or revised performance management system.

A variety of customised programs can be designed to ensure successful implementation.

It's imperative that any performance management system aims to improve organisation growth, performance and capability. Many performance management systems fail because they do not make the crucial link between strategy and daily actions and operations. They focus attention on tactical feedback and control of short-term operations.

Typical problems that may impact on creating a successful Performance Management system:

- Poor leadership skills
- Uncontrolled, unstructured, and subjective meetings
- Unrealistic or unclear performance expectations
- Performance not aligned to organisational strategy and goals
- Poor consequences for unmet performance targets
- Poor communication process
- Process perceived as superfluous, meaningless and irrelevant
- Employee learning and development is not a priority
- Misdirected Bonuses

A good performance management system needs to translate the organisation's vision and strategy into a coherent set of outputs, performance measures and targets.

By developing a set of outputs, measures, targets and feedback systems for the leadership team, and then cascading these down the organisation in such a way that they are localised, meaningful, understood, owned and aligned, the link between the organisation's strategic goals and the daily actions of the people doing the work can be made.



Vivian Vrahos - Vivian has a passion for 'growth' and leadership . Whether it's on an individual or organizational level she will strategically help you drive growth and high performance. Vivian has over 20 years experience working in leadership development, organizational change, business and management consulting, sales and marketing. Vivian's workshops are extremely stimulating, interactive and empowering.



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Program Content:

Introduction to Performance Management

- Define the business rationale and benefit of the Performance Management Process
- Define Organisational Drivers –*what do they look like*
- Clearly articulate Performance Objectives -*what are realistic and measurable measures*
- Evaluation/Assessment Process
- HR practices interlinked with performance management

Aligning Organisational strategy and business goals to team and individual performance

- Link individual employee objectives with the organisation's strategy and business goals.
- Set clear performance objectives and expectations through the use of clearly articulated and agreed upon results, actions and behaviours
- Define clear development plans as part of the process
- Identifying joint team and individual performance measures
- Identifying organisational measures linked to individual and team progress
- Analyse the right things to measure
- Develop relevant key performance indicators
- Make performance appraisals outcome-focused

Conducting Performance Reviews with Emotional Intelligence and Reasoning

- Preparing an effective Performance Review Discussion
- Planning the Agenda, the Structure and Information Required
- The Tools for Effective Evaluation, Learning and Development and Feedback
- Giving and Receiving Constructive Feedback
- Dealing with Defensive and Strong Emotions
- Understanding different personality profiles and communication styles
- Situational Leadership Styles
- Coaching and Counselling Skills

Linking Performance to Rewards

- Performance reward strategy
- What motivates employee performance?
- Motivating with other rewards
- Rewarding at different organisational levels