



شركة ميرك العربية السعودية
MEIRC Saudi Arabia

Performance Management

Duration 3 Days

Course Description

Performance management is an ongoing, continuous process of communicating and clarifying job responsibilities, priorities and performance expectations in order to ensure mutual understanding between supervisor and employee. It is a philosophy which values and encourages employee development through a style of management which provides frequent feedback and fosters teamwork. It emphasizes communication and focuses on adding value to the organization by promoting improved job performance and encouraging skill development. Performance Management involves clarifying the job duties, defining performance standards, and documenting, evaluating and discussing performance with each employee. During three days of training we will spot the light on all elements required in order to apply a successful performance management.

Objectives:

- ↳ To explain Performance management – definitions, aim and developments
- ↳ Learn how to use tangible and intangible measures of performance
- ↳ Learn how to set business based objectives – including SMART targets and measures
- ↳ Understand the performance management cycle and how to manage it
- ↳ Complete the performance management cycle including end of year reviews, using competencies and the various rewards programs

Training Methodology

- Based primarily around lectures, the seminar will include a number of case studies and exercises which will be undertaken in team format
- Discussion groups on certain topics to provide practical application of concepts to the attendees own organization
- Networking amongst attendees to discuss mutual business issues

Who should attend?

- This program is suitable for Managers, supervisors and team leaders who have the authority to apply motivational techniques that will increase employee performance through successful Empowerment.

Organizational Impact

Implementing the principles promoted on this course will have the following impact on an organization

- Managerial performance will be improved
- The engagement of employees with the organization will be improved
- The talent pool will be upgraded
- Behavior will be aligned with an organization's cultural values

Personal Impact

Individuals attending this course will return to their organizations equipped with the theoretical and practical knowledge to be able to implement effective performance management. This will include knowledge of how to address common problems with performance management and how to make a performance appraisal a positive and motivating influence.

Competencies Emphasized

- Leadership
- Interpersonal skills
- Teamwork
- Self-Development
- Developing others



Who should attend?

- The seminar will be of value to line managers; team leaders and supervisors who are or will be responsible for the use and application of performance management and appraisal techniques.
- It will also be of value to HR professionals, training officers, personnel staff and others who carry the responsibility for the design and implementation of such arrangements.

Seminar Outline

- 1. Day One (Performance Management: The Big picture)**
 - 1.1. Definition
 - 1.2. Functions of performance management
 - 1.3. Factors influencing performance management
 - 1.4. Management theories and movements
 - 1.5. What is performance
 - 1.6. The contribution of job analysis
 - 1.7. Selecting a job analysis method
 - 1.8. JTR analysis
 - 1.9. Relationship of JTR analysis with HRM functions
 - 1.10. 18 Common JTR methods
- 2. Day One (Work Design and Redesign)**
 - 2.1. The purpose of work design
 - 2.2. Various approaches to work design
 - 2.3. Advantages & disadvantages of work design approaches
 - 2.4. Main steps
 - 2.5. Benefits of different methods
 - 2.6. Influences on Performance Management
 - 2.7. The performance management cycle
- 3. Day Two (Various Perspectives on Goal Setting)**
 - 3.1. The Goals Grid: A tool for clarifying goals & objectives
 - 3.2. Writing good work objectives
 - 3.3. Goal setting and goal achievement
 - 3.4. Setting goals
 - 3.5. Objective setting and performance management
 - 3.6. Goals & change: an exercise
 - 3.7. Setting objectives
- 4. Day Three (Methodologies)**
 - 4.1. Management by objectives
 - 4.2. Balanced scorecard
 - 4.3. Other methods
- 5. Day Three (Measuring and Rewarding Results)**
 - 5.1. Conducting performance reviews
 - 5.2. Diminished performance
 - 5.3. Rewards compensation methods and practices