

Performance Management

Based on SAQA's Unit Standard 13949, NQF Level 4, 5 Credits | 4 OPSA CPD Points

Introduction

This programme is a highly customised programme that will help line managers and human resource officers to manage the performance management system. Issues regarding poor and good performance are discussed. Delegates are encouraged to implement a performance management system based on the organisational system that works for them. All the issues around Performance Management will be discussed and many practical exercises will ensure that the new skills will be implemented optimally.

Course Objectives

- Understand the principles of performance management
- Understand the paper work involved in the performance management process
- Identify areas of effective control in your job and ways to build on these strengths
- Approach the performance interview with a positive attitude
- Review the thinking process behind solving performance deviations and outline options for performance problems
- Outline ways to build on excellent performance
- Describe the best way to give constructive criticism
- Understand the importance of constant performance feedback
- Brainstorm ways of rewarding outstanding performance

Course Outline

Develop a Performance Management Programme

- Aligning performance targets of the business unit to the business plan
- Analysing functions of the business unit members to create performance agreement documents
- Identifying criteria against which an organisation measures a business unit's performance and incorporating this into the performance agreement

Investigating Different Performance Management Systems

- Comparing three different performance management systems in terms of their underlying principles and how they measure performance
- Analysing the strengths and weaknesses of a selected performance management model and the associated possible challenges in implementing the systems
- Selecting the ideal performance management system

Monitoring Performance in Terms of a Performance Agreement

- Observing and recording performance in terms of a performance management agreement
- Giving individual feedback to employees on evidence gathered during the observation process
- Measuring observed performance against a performance agreement and discussing it in a performance review interview
- Developing a plan for corrective action to address poor performance
- Creating a company's goals to address below standard performance, reinforce positive performance and match the individual's career aspirations with the business plan
- Discussing personal career aspirations with staff
- Proposing a training programme to empower employees to meet the knowledge and skill requirements implied by the business strategy

Investigating Ways of Addressing Underperformance Issues

- Explaining various theories to explain underperformance and possible reasons
- Suggesting possible proposals for rewards and incentives for improved performance within the parameters of an organisation's HR policies
- Analysing the organisation's people management policies and recommending appropriate measures to deal with underperformance