

# PERFORMANCE MANAGEMENT *unstuck!*

## People, Measurements and Feedback



This seminar in Performance Management targets the development, alignment, support and evaluation of people involved in achieving organizational goals. We start by understanding the organization's current performance management system. We then empower participants to perform within the system for maximum benefit to themselves and to the organization.

### What You Will Learn

As a participant, you will discover:

- The basics of a performance management system
- The essential elements of your own organization's approach in performance management
- Define several techniques for improving your skill sets in developing Individual Development Plans (IDPs) and Key Performance Indicators (KPI)
- The importance of both self assessments, 360° assessments, and supervisor assessments
- The basic steps in a coaching conversation model
- How to improve your coaching and feedback skills by real practice and feedback

### How You Will Benefit

This seminar provides maximum benefit to you and your organization because it is customized for your company's current performance management system. As a participant, you benefit personally and professionally. As an organization, everyone involved benefits by improving the overall performance management system and ultimately, the overall performance of the company's bottom line. All participants benefit because they discover how to align performance with organizational goals and how to support those goals.

### Course Outline

- Understanding Your Organization's Performance Management System
- Understanding Your Organization's Key Competencies—technical, leadership, behavioral and team
- Writing and Developing Individual IDPs and KPIs
- Effectively communicating IDPs and KPIs
- Self and 360° Assessing of Performance
- Tracking Performance
- Conducting Better Coaching Conversations
- Providing Better Feedback
- This session uses practical teaching extending beyond the basics of developing good IDPs and KPIs . It includes both teaching and practicing proven basic coaching models for use with your employees and teams. These models are explained and practiced during the interactive sessions.
- TRIADs (groups of 3) are used to evaluate the coaching and feedback approaches used for your system

### Delivery Format

A 1 or 2 full day seminar dependent on the maturity level of the organization's performance management (PM) system, the level of prior PM seminars and the prior understanding of the PM system by attendees

### Who Should Attend

Project managers, project coordinators, business analysts, project team members, functional supervisors and other business professionals working in projects

### Delivery Format:

One day or two day instructor-led