



EFFECTIVE PERFORMANCE MANAGEMENT

Certificate of Completion: Effective Performance Management

Course Code: M031/25

Duration: 8 Hours

Delivery Format: Hybrid

Target Audience:

- Managers
- Team Leaders
- Supervisors

Program Outcomes:

Upon completion of this program, participants will be able to:

- Apply the principles of effective performance management to enhance organizational outcomes.
- Set and align SMART goals to maximize individual and team contributions to organizational objectives.
- Deliver constructive feedback and coaching to promote continuous improvement and team growth.
- Define and utilize relevant performance metrics to track progress and drive improvements within their teams.

Detailed Syllabus

Module 1: Setting Clear Expectations

Outcome: Participants will understand the critical role of clear expectations and alignment with organizational goals in effective performance management and practice real-time interaction techniques for clarity.

Topics:

- Importance of Clarity
- Alignment with Organizational Objectives
- Feedback Loop

Activities:

- Case study analysis of situations with clear and unclear expectations.
- Interactive exercise where participants practice clarifying expectations in real-time scenarios.

Assessments:

- Short answer questions on the importance of clear expectations and alignment.
- Observation of participation and effectiveness in the real-time interaction activity.

Module 2: Effective Goal Setting

Outcome: Participants will be able to develop and align SMART goals at the individual and team levels to drive performance and contribute to organizational objectives.

Topics:

- Aligning Individual and Team Goals
- Developing SMART Goals

Activities:

- Workshop on the principles and application of SMART goals.
- Individual and group exercises on writing SMART goals for different roles and teams.

Assessments:

- Evaluation of the SMART goals developed during the workshop.
- Scenario-based questions requiring the application of SMART goal principles.

Module 3: Feedback and Coaching

Outcome: Participants will be able to provide constructive feedback effectively and apply coaching techniques to support performance improvement and the development of improvement plans.

Topics:

- Providing Constructive Feedback
- Coaching for Performance Improvement
- Improvement Plans

Activities:

- Demonstration of coaching models and techniques.
- Interactive role-playing exercises where participants practice giving feedback and conducting coaching conversations.

Assessments:

- Observation of participants' feedback and coaching skills during the role-play activity.
- Development of a sample improvement plan based on a given scenario.

Module 4: Measuring Performance

Outcome: Participants will be able to identify relevant performance metrics.

Topics:

- Exploring Performance Metrics
- Methods for Evaluating Effectiveness
- Performance Metrics Exercise

Activities:

- Workshop on metrics development.
- Interactive exercise where participants develop relevant metrics for specific scenarios.

Assessments:

- Identification of appropriate performance metrics and for given job roles.
- Evaluation of the metrics developed during the workshop based on their relevance and measurability.