Performance Management

An organization's talent is its greatest asset because employee performance drives organization results. This course is the introductory course (advanced course is Leaders as Career Agents) that seeks to give participants the understanding that performance management is the "continuous process of identifying, measuring, and developing the performance of individuals and teams and aligning performance with strategic goals of the organization,"* and then apply this focus on performance management to drive organizational outcomes.

Key topics include how to establish a performance driven culture through accountability, motivation, coaching and progressive discipline.

Course Objectives:
Following the completion of this course, participants will be able to:
1. Know what a performance driven culture looks like and understand the different between performance management/development and performance appraisal.
2. Apply the performance management framework of meeting organizational goals, monitoring, coaching, evaluating and compensation.
3. Implement ways to drive performance.
4. Know what accountability means.
5. Implement ways to establish accountability.
6. Understand and apply basic motivational theories.
7. Understand and apply personal motivators to drive work performance.
8. Determine motivators of staff members and develop a plan to coach and drive performance for each employee.
9. Understand the behaviors that effective coaches demonstrate.
10. Apply coaching behaviors on the job in order to develop employees and drive performance including methods for providing feedback.
11. Apply the 80/20 principle to leadership and performance management.
12. Understand and apply progressive discipline steps.
13. Understand the importance of and apply documentation practices related to discipline.

*Source: Aguinus, H. (2009). *Performance Management* (2ⁿ ed.) Upper Saddle River; NJ: Pearson Prentice Hall. Pg 3.

The course follows an interactive format that caters to various learning styles. In addition, behavioral-based application and action planning is a part of every course Horizon Point facilitates.

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