

5-day Interactive Training Course

Performance Management

Delivering Results through Others

17 Oct - 21 Oct 2022	Dubai	US\$ 4,350
30 Jan - 03 Feb 2023	Dubai	US\$4,350
15 May - 19 May 2023	Dubai	US\$ 4,350
24 Jul - 28 Jul 2023	Dubai	US\$ 4,350
21 Aug - 25 Aug 2023	London	US\$ 5,350
16 Oct - 20 Oct 2023	Dubai	US\$ 4,350



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About the Course

In today's complex world, gaining access to the competition's technology and products is easy. So, what makes some businesses more successful than others? The answer is people. Companies with motivated and talented employees offering outstanding customer service are likely to get ahead of the competition, even if the products offered are like those provided by the competitors. Every Manager is judged on performance. Continually improving the team's performance is essential to the Manager's role. The daily strategies, actions and behaviours have a marked impact on the team. Therefore, performance management's goal is to create an environment where people can perform to the best of their abilities and produce the highest-quality work most efficiently and effectively.

Performance Management is a continuous process — not a once-a-year activity. Quality performance management should, therefore, bring together a number of different, integrated activities to form an ongoing "performance management cycle". This includes setting individual and team goals which are aligned to the strategic goals of the organisation, planning performance to achieve the goals, reviewing and assessing progress, and developing the knowledge, skills, and abilities of people.

Performance management, therefore, is a communication process by which managers and employees work together to plan, monitor, and review an employee's work objectives and overall contribution to the organisation.

Core Objectives

The delegates will achieve the following objectives:

- Develop leadership capability and understand how to motivate people
- Know the techniques on how to turn around poor performance
- Learn the secrets of effective delegating

- Work with people from different cultures and backgrounds to bring results
- Demonstrate capabilities in how to build high-performing teams
- Experiment with tools that will help them turn around employees with low productivity

Training Approach

For better effectiveness of this training course, interactive educational methods will be used to facilitate the delegates to fully understand the issues that will be developed. The delegates will be allowed to contribute and ask for feedback. Participation in practical exercises and problem-solving will be linked to the delegates working environment. The simulation will enable the delegates to assess their level of understanding of the delegates and provide constructive feedback accordingly.

The Attendees

The training course is suitable for established managers or team leaders wanting to hone or develop their skills. Or new managers who realise that managing their team's performance isn't relatively as easy as they imagined.

- General Managers
- HR Managers & Professionals
- Project Managers & Engineers
- Marketing Managers
- Sales Managers
- Key Account Managers
- Regional Managers
- Sales Supervisor
- Production Managers
- Operations Managers
- IT Managers
- Finance Managers & Accounting Executives

DAILY DISCUSSION

DAY ONE

GETTING THE BEST FROM OTHERS

- Understanding that motivation starts with understanding both ourselves and others
- The Self-assessment: Identifying our Assumptions
- Attitudes & Behaviors which lead to greater motivation
- The 12 questions that matter in the modern work environment
- The Millennial Question: How to engage millennials?
- What you measure & reward is what you get?
- Reasons for poor performance & how to deal with them

DAY TWO

DEVELOPING EFFECTIVE RELATIONSHIPS

- Measuring Emotional Intelligence & Key Skills of Listening, Questioning and Creating Rapport
- Feedback as a tool to improve performance
- Do's 7 Don'ts of Feedback
- The Situation, Outcomes, Feelings, and Action (SOFA) Model
- The Shock, Anger, Rejection, and Acceptance (SARA) Cycle
- Delegating Effectively
- The Delegation Mix

DAY THREE

BUILDING HIGH-PERFORMING TEAMS

- The Company or Team as a System
- The gaps in Team Dynamics
- Clarifying Team Ingredients for success
- The Team Canvas: Why is it useful?
- Understanding how the different working styles affect productivity
- Trust: The necessary ingredient among team members
- Managing Conflict in a Team
- Managing a Highly Effective Team

DAY FOUR

THE PERFORMANCE MANAGEMENT CYCLE

- The Planning Phase
- Agreeing on Smart objectives
- Achieve Objectives
- Track Progress
- Review Achievements
- Adopt Regular Performance Discussions
- Transparent Communication & Collaboration

DAY FIVE

EFFECTIVE EMPLOYEE PERFORMANCE APPRAISAL

- What makes performance management systems ineffective?
- Factors that influence employee performance
- Annual vs Continuous Performance Appraisal
- How can employee performance management benefit employees?
- Keeping Employees Engaged and Motivated
- Manage employees effectively to reduce unplanned attrition
- Best Employee Performance Management Practices to follow