

# MANAGING PERFORMANCE

## COURSE OUTLINE

**DURATION:  
3 DAYS**

### **AIMS AND OBJECTIVES:**

By the end of the course delegates will be able to:

- Set effective and SMART objectives
- Monitor on-going performance
- Prepare and conduct performance appraisal interviews
- Understand the underlying principles of the performance management process

### **SUITABLE FOR:**

- Managers who need to increase and maximise the benefits of their performance appraisal process
- All those organisations that use processes such as objective setting as a measurement of performance
- All supervisory staff who have responsibility for managing and developing staff

### **WORKSHOP CONTENT:**

#### **PERFORMANCE MANAGEMENT**

- The underlying principles of performance management
- Benefits for the organisation, managers and staff
- The performance management model
- Distinguishing between “performance” and “performer”
- Reviewing the purpose of a process

#### **OBJECTIVE SETTING**

- Why people need objectives and goals
- The links between goals and motivation
- How to set productive objectives
- Input and output aspects
- Writing quantifiable, measurable objectives
- Monitoring objectives and how the individual and the business is performing

#### **APPRAISAL**

- Skills required by the appraiser
- Selecting the correct style of management for the interview
- Preparing and conducting the interview
- Dealing constructively with differences of opinion
- Managing and controlling the interview
- Action planning
- Identifying individual action plans for implementation back in the workplace

**CAN BE  
DELIVERED IN  
HOUSE OR AS  
AN ILM  
APPROVED  
DEVELOPMENT  
PROGRAMME**



**Tel:** 00 971 (4) 3599020

**Email:** info@oakwooddubai.ae

**Web:** www.oakwooddubai.ae

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