# Performance Management

**Category:** Professional & Leadership Development | **Vendor:** Various

**Duration:** 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

### Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

In this course, students learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications techniques, give and receive feedback, identify workplace conflicts and present resolutions.

## About This Course

In this course, students learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications techniques, give and receive feedback, identify workplace conflicts and present resolutions.

## Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

After completing this course, students will know how to: - Identify difficult personality types and the effect they can have in an organization - Manage difficult employees and monitor their behavior - Document ongoing changes in behavior and performance - Communicate clearly and effectively, both verbally and nonverbally - Improve your listening skills - Communicate with difficult supervisors and co-workers - Identify types of employee dismissals - Identify the focus of feedback and give and receive feedback effectively - Provide positive and constructive feedback - Monitor performance afterwards - Identify communication styles - Manage difficult feedback sessions and identify when to avoid giving feedback - Identify some common myths associated with workplace conflicts, common reasons that conflicts arise, and types of workplace conflict - Distinguish between conflict management and conflict resolution - Identify conflict resolution styles, resolve workplace conflicts, including team conflicts, and identify the communication skills required to

## Detailed Course Outline

### 1 - Getting Started

- Workshop Objectives

### 2 - The Basics

- What is Performance Management?
- How Does Performance Management Work?
- Tools
- Case Study

### 3 - The Basics (II)

- Three Phase Process
- Assessments
- Performance Reviews
- Case Study

### 4 - Goal Setting

- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study

## 5 - Establishing Performance Goals

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study

## 6 - 360 Degree Feedback

- What is 360 Degree Feedback?
- Vs. Traditional Performance Reviews
- The Components
- Case Study
- Module Six: Review Questions

## 7 - Competency Assessments

- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study

## 8 - Kolb's Learning Cycle

- Experience
- Observation
- Conceptualization
- Experimentation
- Case Study

## 9 - Motivation

- Key Factors
- The Motivation Organization
- Identifying Personal Motivators
- Evaluating and Adapting
- Case Study

## 10 - The Performance Journal

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study

## 11 - Creating a Performance Plan

- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study

## 12 - Wrapping Up

- Words from the Wise
- Lessons Learned

# Frequently Asked Questions

### Q: What delivery options are available for Performance Management?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 1-day Performance Management course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the Performance Management training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for Performance Management?

Yes, we provide corporate training, dedicated training, and closed classes for Performance Management. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: Why choose Nexus Human for Performance Management?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Performance Management training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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