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# Performance Management

## Course Overview

Do you want to improve the performance of your team?  
 How do you give feedback on performance?  
 How do you feel about performance reviews?

## Approach

This Program focuses on the key leadership skills of managing performance and coaching. This course encourages excellence in leadership by setting clear objectives, providing timely feedback and coaching, and delivering strong and effective performance reviews. The course is experiential, with theory, input and insights, sharing best practice supported by group discussion, role play, reflection and practical action planning sessions.

## Duration

2 Days

## Training Objectives

At the end of this training you will be able to:

- Set quality objectives that provide clear direction to expected outcomes
- Explain the different types of feedback
- Provide timely and effective feedback
- Encourage effective performance by providing coaching
- Assess performance and provide effective reviews
- Create a development plan

## Topics

- Performance Measures
- Performance Agreements
- Performance Discussions
- Performance Coaching
- Performance Feedback
- Performance Reviews

## Program Schedule

### Day One

Introduction & Welcome

- Program Objectives
- Personal Objectives
- Taking Performance

Performance Measures

- What is Performance?



- Performance Measures
  - Competencies
- Performance Agreements
- Reaching Agreement
  - SMART Goals
  - Key Responsibilities
- Performance Discussions
- Influencing Job Performance
  - Proactive Behaviour
  - Dealing with Difficult Employees
- Personal Action Planning
- Reflection, Discussion & Action Planning

## Day Two

### Welcome Back

- Review of Day One

### Performance Coaching

- Characteristics of Effective Coaching
- Coaching Meeting
- Learning Styles

### Performance Feedback

- Feedback Memories
- Giving & Receiving Feedback
- Types of Feedback

### Performance Reviews

- Positive & Negative Behaviours
- Performance Agreement Forms
- Follow-Through

### Personal Action Planning

- Reflection, Discussion & Action Planning

