



Performance Management

Essential HR and Employment Law Training



Introduction

If there is one question our consultants deal with most often, it is 'How do I make my staff member perform better?' In this module, delegates learn how to approach performance management positively, rather than putting a punitive spin on things. We will guide you through legislative requirements in terms of the actual process, and give you some top tips on how to handle difficult situations and achieve a positive outcome.



Course Duration

SSG offer this module as part of a full or half day course.



Who Should Attend

This module is suitable for employees at all levels, including SME owners, directors, senior managers, team leaders, supervisors and employee representatives.



Course Programme

The course will be broken down into the following modules:

- What Does Good Performance Look Like?
- How to Nurture High Performance
- Identify Causes for Underperformance
- Performance Management Techniques (manage, develop, coach, train)

On completion of the course delegates will be able to:

- Set benchmarks for good performance for their teams and organisation
- Implement simple tools and processes to measure performance
- Confidently address underperformance through a simple process
- Identify gaps in their current procedures



Certification and Assessment

Attendance certificates will be issued after course completion and are valid for three years. It is recommended that certification is renewed every three years to ensure that those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service Team for more information.