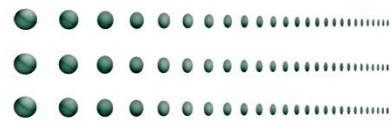




RT0 provider code: 60034

Business Skills  
IT Solutions  
Qualifications



## Redefining Performance Management

National Competency Standard (BSB):

BSBMGT502 - Manage people performance

### Course Objectives

Upon completion of this course, attendees will be able to manage the performance of staff who report to them.

This workshop provides participants with the skills to manage the performance of staff who report to them. It presents and discusses various strategies for timely coaching and feedback, and provides the basis for performance management. It is applicable to managers and team leaders who manage people. It makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

### Duration

1 Day.

### Course Outcomes

1. Allocate work effectively
2. Develop and understand key result areas and key performance indicators and standards
3. Understand different methods used to review performance, and develop and deliver performance appraisals
4. Appreciate the value of rewards and recognition, and the importance of constructive staff feedback
5. Conduct performance management in an effective manner
6. Implement agreed performance improvement and development plans
7. Manage poor performance and provide support services

### Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

# Redefining Performance Management

## Course Content

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### Allocate work Topic

- Consult relevant groups
- Develop work plans
- Confirm Performance standards
- Develop performance indicators
- Conduct risk analysis

### Assess performance

- Design performance management
- Train people in performance management
- Connecting expectations to results
- Conduct performance management
- The appraisal process
- Performance-planning meetings
- Performance appraisal process
- Gather appraisal materials
- Employee's self-evaluation
- Respond to and resolve conflict
- Legal pitfalls

### Provide Feedback

- Providing positive feedback
- Providing constructive feedback
- Performance improvement
- Performance issue
- Coaching employees
- Document performance
- Document performance management
- Meeting focus
- Maintaining documentation
- Documenting ongoing communication

### Manage follow up

- Performance improvement and development plans
- Recognition
- Counselling
- Termination of staff

### Course summary