

# Management Training: Effective Employee Performance Reviews (EEMPP, 2 jours)

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## Description

One of the most challenging areas for managers can be the performance management and review process. Using lectures, role-playing and real-world case studies, The course Effective Employee Performance Reviews (Management Training) will outline the performance management cycle, how to plan, track and evaluate performance, provide guidelines for holding productive discussions, and how to handle difficult conversations and conflict.

## Tarifs

- Tarification: \$1,500/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### What is Performance Management?

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Linking the Day-To-Day to the Big Picture

The Performance Management Cycle

Corporate Culture, Frameworks and Guidelines

Role and Responsibilities

Communication

### Planning for Performance

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Understanding Strategic and Operational Objectives

Identifying Cascading Objectives

Goal-Setting

Aligning Employee Competencies with Objectives

Writing S.M.A.R.T objectives

Focus on the Future: Training, Mentoring, Career Paths

### Monitoring and Guiding Performance

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What Kind of Manager Are You?

Tools and Tips for Tracking Performance

Giving Ongoing and Specific Feedback

Coaching Skills

When You Hit a Bump in the Road

### Assessing Performance

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Dynamics of the Formal Performance Appraisal

Giving an Effective Performance Appraisal

Documenting Progress, Setting Goals

The Dynamics of Rewards and Consequences

Developing an Action Plan

Developing a Talent Management Plan

Termination

### Having Difficult Conversations

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Respect and Privacy

Preparing for the Discussion

Focus on the Goal

Using the ?Agreement Frame?

Communication Tips to Stay in Control

Handling Conflict	
Handling Passive-Aggressive Behaviour	
Handling Aggressive Behaviour	
Handling Tears	
Pitfalls to Avoid	
Techniques for De-Stressing	
Practice Sessions and Case Studies	