

Performance Management: Improving Performance Management and Problem Solving Skills

Builds skills to help managers set objectives, provide feedback, and hold people accountable as part of their formal and informal performance review and coaching responsibilities. In addition, includes skills to help people solve problems, improve commitment, and strengthen working relationships.

Overview

This program combines Interact's Performance Management and Performance Problem Solving programs. The result is a program that provides all the management essentials. The program uses an integrated design that gives participants powerful way to turn people and resources into bottom-line results.

Objectives

Participants are able to:

- Explain and write objectives in a way that is specific and measurable.
- Communicate performance factors (such as judgment, leadership, and initiative) in a way that builds skills and motivation.
- Create development plans that include specific timelines, resources, and outcomes.
- Build coaching time into each workday.
- Use positive reinforcement to build and support performance
- Confront performance problems without creating defensiveness
- Diagnose whether problems are due to ability (internal skills or external obstacles) or motivation (person doesn't understand the impacts or doesn't care about them)
- Resolve motivation problems - explain the reasons behind priorities and get the other person to explain the reasons behind their different priorities
- Resolve ability problems - seek input, establish criteria, evaluate options
- Set clear action plans and follow up times
- Use a range of listening skills to reduce anger and defensiveness
- Prepare for and conduct a performance review.
- Give accurate and fair performance feedback.
- Deal with strong reactions during performance review

Tailored to Schedules and Participant Needs

There are two standard versions of Performance Management, each designed to work optimally within a different set of time parameters.

Version A: Eight Half-Day Sessions

This version includes the Objective Setting, Performance Factors, and Formal Review sessions from Performance Management and all of Performance Problem Solving.

Version B: Seven "Half-Day" Sessions

This version includes the Objective Setting and Performance Factor sessions from Performance Management and all of Performance Problem Solving. This is an ideal program for managers who set objectives and manage performance, but who don't conduct performance reviews.

Tailored to Categories of Employees

There are tailored versions of Performance Management to meet the needs of different categories of people.

Executives, Managers, and Supervisors: The focus of this version is the manager-to-subordinate relationship. Participants practice applications that involve their direct reports.

Project Managers, Individual Contributors and Team Members: The focus of this version is peer-to-peer relationships. Participants practice objective setting and coaching, but don't receive instruction in conducting performance reviews.