

PERFORMANCE APPRAISALS AND PERFORMANCE MANAGEMENT MODULE

Unit Standards	243266 / 116349
NQF	6
Credits	6-16
Duration	1 day
Organisational Development Area	Managers, Supervisors and Team Leaders (Also suitable for staff in Management Development Process)

COURSE OUTLINE

- The history of performance appraisals;
- Trends;
- Things that have not changed;
- Technology and PA's;
- Manager and employee responsibilities in the pa process;
- Employee's concerns about pa's;
- The performance management process;
- The power of setting goals;
- The performance management cycle;
- The basis for review;
- Key results areas (KRA/KPA's);
- Performance contract linked to job profile;
- Developing objectives and setting standards;
- Managing poor performance;
- When is training the answer?
- Feedback and communication;
- Characteristics of effective feedback;
- Make it personal... the right way;
- Accepting criticism;
- Listening skills;
- Paraphrasing.