



Performance Management Helping you to improve performance in the workplace

The challenge of performance management

Whether you are implementing a new performance management system or want to improve an existing system, you will want to ensure that all your supervisors and managers understand what is expected, know how the system works and have the skills to carry out performance management reviews.

Managing Performance - a five stage process



Achieving effective performance management

To make the most of your organisation's performance management process your supervisors and managers need to:

- Understand the organisation and department's objectives.
- Understand and be able to apply best practice.
- Be able to use your performance management process.
- Be able to give constructive feedback, guidance and encouragement.
- Know how to identify different performance levels and what action to take.
- Recognise what their team members need from the performance management process.
- Deal with a range of difficult performance situations in a constructive manner.



Option 1: Performance Management Workshop: a one day workshop focusing on the appraisal process

This workshop helps supervisors and managers address the issues they face when completing the performance management process.

With lots of relevant case studies and work based scenarios, we can help you address your specific concerns as well as help your supervisors and managers plan how to make the performance management process work for all affected parties.

Key Background Themes to Appraisal focused training:

The different parts of a manager's job.



Performance leverage: improving team performance.



The 5 needs of your team members.



The objective setting conversation.

They will work on the skills needed to be able to address difficult performance issues within their teams. And they will learn how to ensure team members understand exactly what is needed day to day and over the longer term.

We will also help participants understand what is expected within their organisation, and the procedure and paperwork that they will need to follow.

“Good Content. Course was not what I expected - a more purposeful slant given to appraisal training. Made me think differently regarding the subject - now think in terms of performance management - not just form filling.”

Performance Management workshop participant, Technip.



Option 2: The Performance Management Programme: applying solutions in the workplace.

This is a 30 hour programme consisting of workshops and the work based tasks.

Stage One – 3 days workshops or blended learning approach

Day 1 Overview

- Appraisal as part of a business management process.
- Importance of Managing Performance.
- Introduction to Objectives.
- Communication during Performance Management discussions.
- The Appraisal Process Overview.

Day 2 Skills Focus

- Giving & Receiving Feedback.
- Setting Objectives.

Day 3 Case Studies & Options

- Case Studies.
- Managing Difficult People.
- Coaching & Delegation.

Stage Two – work based tasks

Following the workshop, participants complete work based tasks. These are designed to enable them to apply their knowledge from the workshops to the workplace. These tasks cover:

- Conducting a performance management review with one individual.
- Review your own performance and highlight lessons learnt.

On completing the programme, participants will be awarded with an Institute of Leadership and Management (ILM) Endorsed Award or a joint Polaris Learning/client award.

By the end of these programmes your supervisors and managers will be competent to:

- Understand how to link each appraisal to your business and department's objectives.
- Be clear on your organisation's performance management process.
- Know how to be objective when completing the appraisal.
- Develop the skills and confidence to deal with a range of performance issues including technical, supervisory and behavioural.
- Know how to identify weak performance as well as top performance and what action to take.
- Understand the importance of the process - not just form filling.



Option 3: Leading for Performance Programme

For those further up the ladder from supervisory positions, we offer a 4 module development programme, based around 4 half day workshops:

*Module 1: Understanding Your Own Management Style.

*Module 2: Understanding People.

Module 3: Performance Conversations.

Module 4: Leading Future Performance.

*These modules utilise the SDI licensed tool which is quick to use and helps people to understand what motivates themselves and others under normal circumstances and what motivates them while in conflict situations.

Who will benefit from the performance management training?

Many of our clients find this training is an effective way to implement or make improvements to a performance management system. We can base the training on your organisation's performance management system. If you have particular issues that you would like us to address, then we incorporate these into the training.

Our clients find that new as well as experienced supervisors and managers benefit from the training.

"This has been a very useful process for me and I now see how to address the needs of my department during performance reviews"

Onshore Management Team Member.

Getting in touch

You can contact us by telephone on 01651 873398 or by e-mail: helen@2polarislearning.com

Our website address is www.2polarislearning.com

We are based at 12 Meadows Industrial Estate Station Road, Oldmeldrum, Aberdeenshire, Scotland, AB51 0EZ.

