



# PERFORMANCE MANAGEMENT TRAINING

## OVERVIEW

This one-day training will equip managers and staff with the skills required to set (SMART goals) and effectively measure, manage, and improve their performance.



## COURSE OBJECTIVES

At the end of the training, the participants will be able to:

- Understand the importance of performance management.
- Set SMART goals for themselves and their teams.
- Comprehend performance tracking and offer support for adequate superior performance.
- Understand the process of the performance appraisal.

## COURSE OVERVIEW

### 1. Introduction to Performance Management

- Definition, importance, core elements and principles of performance management.
- Roles of managers, staff and the HR department in performance management.
- How to elevate the performance of the organization.

### 2. Goal Setting

- Establishing clear and SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals for individuals and teams.
- Aligning individual and team goals with the organization's goals.
- Creating a culture of open and transparent communication.
- Practical exercise on goal setting.

### 3. Performance Tracking

- Understanding key performance indicators (KPIs).
- Tracking performance using quantitative and qualitative data.
- Providing constructive feedback to staff.

### 4. Performance Appraisal

- Conducting effective performance reviews or appraisals overview.
- Practical exercise: Completing a sample of performance appraisal tool.
- Identifying areas of strength and areas of improvement of staff members.
- One on one performance review meetings.
- Dos and Don'ts in performance appraisal.
- Role play; conducting a performance appraisal interview.

### 5. Performance Recognition and Rewards

- Recognizing and rewarding high performers.
- Monetary rewards and non-monetary rewards.
- How rewards can improve employee engagement.

### 6. Performance Improvement Plans


- Performance Improvement Plans for employees.

### 7. Performance Management Tools and Methods

- Balance scorecards.
- 360 feedback.
- Employee engagement survey.


## TARGET AUDIENCE


- For Line Managers and Supervisors who have a responsibility for managing the performance of staff.
- Staff members to appreciate the performance management process and enhance their own performance.


**Date:**  21<sup>st</sup> June 2024

**Venue:** Kampala

**Participation Fee:** Ugx. 350,000 Per Participant

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