

# Supervisors And Managers

## Performance Management Course Outline:

### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Module Two: The Basics (I)

- What is Performance Management?
- How Does Performance Management Work?
- Tools
- Case Study
- Review Questions

### Module Three: The Basics (II)

- Three Phase Process
- Assessments
- Performance Reviews
- Case Study
- Review Questions

### Module Four: Goal Setting

- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study
- Review Questions

### Module Five: Establishing Performance Goals

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study
- Review Questions

### Module Six: 360 Degree Feedback

- What is 360 degree Feedback?
- Versus Traditional Performance Review
- The Components
- Case Study
- Review Questions

### Module Seven: Competency Assessments

- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study
- Review Questions

### Module Eight: Kolb's Learning Cycle

- Experience
- Observation
- Conceptualization
- Experimentation
- Case Study
- Review Questions

**Module Nine: Motivation**

- Key Factors
- The Motivated Organization
- Identifying Personal Motivators
- Evaluating and Adapting
- Case Study
- Review Questions

**Module Ten: The Performance Journal**

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study
- Review Questions

**Module Eleven: Creating a Performance Plan**

- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study
- Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations