

Program Name	Performance Management
Level	N/A
Pre-Requisite(s)	N/A
Recommended WEI Programs To Have Completed Prior to Starting this Program	Communication Skills for Leaders, Communication Skills for Frontline Employees – Level I, Communication Skills for Supervisors – Level I, or HR Essentials
Total Hours	40
Description	The intention of this program is to provide you with a general overview and understanding of the role of performance management as an integral function of HR in your company – whether you have one or 50 employees. In addition to laying the foundation for a performance management system, the program will provide knowledge, tools and templates for engaging your employees, and applying coaching techniques to support your team in being the best they can be.

Learning Outcomes:

- Identify the core components of performance management
- Identify the four learning styles
- Explain how learning styles impact performance
- Manage performance logs
- Create a process for checking in with employees
- Conduct stay interviews
- Developing SMART performance goals
- Identify when and how to provide the three main forms of feedback
- Explain the three feedback triggers
- Illustrate the J Curve
- Design performance appraisals tools
- Identify the steps in progressive discipline
- Manage common performance issues
- Define the fundamentals of coaching
- List the elements in asking the right questions
- Compare and contrast facilitating versus directing a team's direction
- Compare and contrast strategic questioning techniques and identify when to apply each

Standard Topics:

- Model for performance management
- Learning styles
- Performance logs
- Check-ins
- Stay interviews
- Performance goals
- Providing feedback
- Performance appraisal tools
- Progressive discipline
- Managing performance issues
- Coaching strategies