

OVERVIEW

Retaining talented employees is a major challenge, but so is keeping them focused and aligned. High performers often are not as motivated by money as they are by responsibility and recognition. They need to feel that they are part of your organization's success.

Therefore, performance appraisal should be an ongoing process, not just a once-a-year event. The goal should be to build a culture that encourages creativity and growth, rather than maintaining the status quo. Individual accomplishments should be encouraged and rewarded.

Now more than ever, employees want to participate in setting their work goals – to know how they are doing on the job – as well as see clear paths for career growth and development. Management and coaching involves more than just the completion of a performance review form.

IGNITE TALENT

MANAGING HUMAN PERFORMANCE®

Keeping lines of communication open in a work environment is vitally important, especially when priorities and job descriptions change daily. *Managing Human Performance* helps managers work closely with their employees to evaluate and guide performance and development that reflects a balance between individual and organizational needs, while introducing refined coaching skills that are rewarding and productive.

PROGRAM OVERVIEW

Whether your company is setting new revenue records or in the midst of a turnaround, high performers need to know that they are part of the solution. Uncertain or rapidly changing situations can take your employees off-task and negatively affect their ability to perform.

- Performance Objectives and Expectations shows how to set mutually acceptable goals for achievement.
- Observing and Documenting Performance explains the value of the day-to-day feedback and coaching that is given and received.
- Coaching for Improved Performance teaches managers the usefulness of frequent, objective observation of employee skills and behaviors.
- Reviewing Overall Performance builds skills and provides tools for conducting formal reviews.
- Planning for Employee Development is a critical management capability that not only focuses on growth, but also on improving morale and retention.
- On-the-Job Implementation Planning helps managers assess individual performance for development or promotion purposes.

PROGRAM DETAILS

Managing Human Performance is divided into seven modules, with the best combination dependent on your organization's specific needs. The right process can quickly become an integral part of your organization's established review formats, policies, or procedures, creating an atmosphere of open communication and cooperative effort between managers and their employees.

OUTCOMES

- An Introduction to Performance Management and Appraisal helps managers understand the importance of the appraisal process in improving individual productivity and organizational progress.

MEASUREMENT AND MANAGEMENT

Managing Human Performance has both pre-program materials, including reading and evaluation questionnaires, and post-program reinforcement, including follow-up exercises and assignments. Wilson Learning can work with your managers to develop personal action plans that will help them internalize the process.