



MANAGE INDIVIDUAL  
AND TEAM  
PERFORMANCE  
US 11473

NQF 4

**Programme**  
Outline

## **COURSE OUTCOMES**

After attending this course you will be able to:

- understand what performance management entails
- know what the main purposes of performance management are
- describe the seven pillars that must be in place to manage performance effectively
- understand the performance management cycle
- use the right steps to manage performance effectively
- prepare yourself and the candidate for the performance contracting session
- do performance contracting in the correct way
- use performance documentation in the correct way
- monitor and measure performance by using the correct methods and techniques
- plan a performance appraisal session effectively
- guide the candidate to prepare for the performance appraisal session
- perform a performance appraisal session by using the steps in the process correctly
- give feedback on good performance effectively
- give feedback on development areas in the correct way
- compile an action plan correctly
- address poor performance in the correct way.

		Programme
	Topic	DAY 1
	<p><b>INTRODUCTION TO PERFORMANCE MANAGEMENT</b></p> <p>Registration Pre course Assessment Welcome</p> <p><b>Introduction to Performance Management</b></p> <ul style="list-style-type: none"> <li>• Performance management cycle</li> <li>• Performance management process</li> <li>• Pillars of performance management</li> <li>• Performance contracting</li> <li>• Performance management documentation</li> </ul>	
	Topic	DAY 2
	<p>Recap</p> <ul style="list-style-type: none"> <li>• How to monitor and measure performance</li> <li>• How to coach team members effectively</li> <li>• How to monitor own performance</li> <li>• How to plan for a performance appraisal session (candidate)</li> <li>• How to plan for a performance appraisal session (team leader or manager)</li> <li>• How to conduct a performance appraisal session</li> <li>• How to behave during a performance appraisal session (team member)</li> </ul>	

<b>Topic</b>	<b>DAY 3</b>
<p data-bbox="472 243 561 275">Recap</p> <ul data-bbox="518 310 1101 632" style="list-style-type: none"><li data-bbox="518 310 967 380">• How to give feedback on good performance</li><li data-bbox="518 384 1073 453">• How to give feedback on development areas</li><li data-bbox="518 457 1016 489">• How to address poor performance</li><li data-bbox="518 493 1101 525">• How to receive feedback in the right way</li><li data-bbox="518 529 1008 560">• How to compile a new action plan</li><li data-bbox="518 564 704 596">• Role plays</li><li data-bbox="518 600 769 632">• Knowledge test</li></ul> <p data-bbox="472 667 732 699"><b>Course evaluation</b></p>	