

Managing Employee Performance

How to get the best from your staff



Overview

Inspiring someone to be their best is not an easy task. It requires clear expectations, a facilitating environment, rewards and consequences, a commonly held standard for the work, training, coaching, corrective feedback and praise. And all of the afore mentioned needs to be applied in a systematic manner.

In this workshop you will learn how to help employees meet expectations, bring high levels of commitment to the job and become self managed.

Audience

Team leaders, supervisors, human resource staff, managers, and directors.

Duration 1 Day

The Shared Management Model

To begin, participants will learn about the three-phase model that will be the focus of this course. Participants will also learn about making the employee their own internal manager.

Phase One: Establishing Clear Expectations

Managers and their employees must have a commonly shared set of expectations about what the job is, what the standards for the job are and what the outcomes of the employees efforts are.

Phase Two: Motivation

The employee always has discretionary level of effort that they can apply to their responsibilities. By ensuring that the employee is motivated to perform the task the discretionary level of effort will increase. If the ability to do the job is present and the motivation is missing, managers need to manage their expectations of the level of effort that will be applied. This is where the shared management model starts to form.

Phase Three: Providing a Facilitating Environment

A facilitating environment encourages an employee to continue to apply effort in achieving their objectives and becomes a reinforcing factor even in the absence of the manager.

Phase Four: Providing Feedback for Performance that Exceeds, Meets and Misses

When employees exceed their expectations they need to know how that happened so that it can be repeated. Likewise when they meet expectations. When they miss expectations they need to know how it happened and what they can do to make sure this doesn't become a pattern.

Throughout the day participants will have opportunity to apply the tools, tips, techniques and the model in case studies and consider how these apply to their own reality.