

# Designing and Implementing a Performance Management System

A performance management system helps HR managers establish clear performance expectations through which employees can easily understand what is expected of their job. It allows managers to reinforce their employees, individual accountability to meet their goals and evaluate their own performance.

Design and implementation of performance measurement and management systems are especially risky and complex processes that have to be well managed in order to ensure the proper integration into the company's structures and processes.

In the course, you will engage with some HR theories and then see how they translate into everyday working life.

At the end of the course, you will be better equipped to choose a suitable employee, to motivate and appraise your team, to manage conflict in the workplace, and to lead and make decisions on a day to day basis

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- List the phases of the performance management cycle and describe the role of HR in each phase.
  - Distinguish between different types and components of performance management systems.
  - Design and develop a comprehensive performance management system.
  - Organize and plan a successful implementation of a performance management system.
  - Identify business requirements for performance management operating systems.
  - Develop mandatory coaching and training sessions for managers and employees.



## Objectives



## Who should attend

Designing and Implementing a Performance Management System course is ideal for:

Human Resources professionals

Managers and supervisors, present and aspiring, who want to manage employees in a way that is geared to better results.



### Day 1

#### The Role of Human Resources in Performance Management

- Definition and Purpose of Performance Management
- The Performance Management Cycle
- Role of HR in Different Phases
- Strategic and Administrative Role
- Tangible and In-Tangible Responsibilities



### Day 2

#### An Overview of Performance Management Systems

- Types of Performance Management Systems
- Advantages and Disadvantages
- Components and Building Blocks
- Trends in Organizations
- Uses and Applications of Performance Management Systems



### Day 3

#### Designing a Performance Management System

- System Prerequisites
- Developing Tangibles
- Key Performance Indicators
- Defining Intangibles
- Developing Performance Appraisal Templates



### Day 4

#### Ensuring a Successful Implementation

- Pilot Implementation
- Potential Pitfalls and Improvements
- Introducing the System Internally
- System Support and Evaluation
- Performance Management Operating Systems



### Day 5

#### Coaching Managers and Employees

- Coaching Managers on Developing Objectives
- Structure of a Coaching Session
- Build the personal case for coaching.
- Teach coaching skills and put them to practice.
- Reward the best coaches with the best jobs.