

## Training Objective

This practical, skills-based workshop provides participants with "best practices" knowledge and skills on how to carry out performance reviews. The workshop manual includes a comprehensive toolkit that can be immediately applied back at the workplace.

## Workshop Design

This is a participatory workshop. The potential list of topics is provided on the following pages – it is possible to select the modules that are most relevant to your needs. The course length could cover one or more days. To obtain the maximum learning of content and application in experiential learning methods, it is best if the course was offered over two days. However, if needed, it could be conducted in a one-day format, with less emphasis on skill development. A variety of learning techniques are used to keep the workshop interesting while maximizing the learning of participants:

- Overhead Presentations
- Group exercises, questionnaires
- Group discussions
- Small group interaction
- Skills practice

## Workshop Content

The following section describes the content of the workshop. Participants will immediately apply the knowledge throughout the workshop to write SMART goals; prepare for and carry out the performance planning phase; plan for and carry out the mid year review; and plan for and carry out the year end assessment. It will also address specific issues related to managing performance challenges using coaching and mentoring principles.

The following workshop content provides a list of potential topics that may be included. We will work with you to select those that align most closely to your training needs.

The workshop may be further customized to the needs of the organization, and incorporate your competencies as part of the learnings. Since much of the learning is delivered through practical, "hands-on" delivery methods, the suggested size of the groups to be trained is about 20 to 30 supervisors/managers.

## Please Contact:

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## Workshop Overview

<b>Performance Management 101 – The Basics</b>	
<b>Optional Modules</b>	<b>Topic</b>
<b>1 Overview and Introduction</b>	Introduction & Reasons for Performance Mgt Aligning Performance Mgt with Strategic Priorities
<b>2 Goal Setting</b>	Goal Setting
<b>3 Phase 1 Planning</b>	Phase 1 – The Planning Cycle The Planning Meeting
<b>4 Mid Year Review</b>	Phase 2 - Mid Year Review
<b>5 Diversity</b>	Managing Diversity Skills in Managing Performance of today's workforce
<b>6 The Shared Management Model</b>	The Shared Management Model
<b>7 Coaching</b>	Improving Performance through Effective Coaching Practices
<b>8 End of Year Assessment</b>	Phase 3 - End of Year Assessment
<b>9 Dealing with Problem Performance</b>	What Happens when Performance Problems are overlooked? Possible biases in Performance Management Performance problems managed through the performance management process Performance problems that are managed through the disciplinary process Progressive Discipline Performance Challenges and How to Document & Manage them

## Performance Management 101 – The Basics

Optional Modules	Topic
<b>10 Leadership</b>	5 Essential elements to Effective Leadership
<b>12 Checklists</b>	The Fundamentals Planning Checklist Objectives and Results Checklist Support Plan Checklist Ongoing Review and Feedback Checklist End of Year Performance Assessment Checklist

## Performance Management 101 – The “Soft Skills”

Optional Modules	Topic
<b>1 Feedback &amp; Communication</b>	Giving and Receiving Feedback Accepting Criticism The Communication Cycle
<b>2 Listening</b>	Guidelines for Effective Listening Active Listening Paraphrasing
<b>3 Asking Questions</b>	Questioning Skills Types of Questions and When to use them
<b>4 Probing</b>	Verbal and Non-Verbal Probes Probing Questions Probing Funnel
<b>5 The Interview</b>	The Interview Format Planning the Interview Role Play
<b>6 Coaching and Mentor</b>	The Role as Coach and Mentor Coaching Process Effective coaching skills