

MANAGING PERFORMANCE

Available Dates: **Request Dates**

Class Length: **1 day**

Cost: **Call for Pricing**

[Email Computer Visions about this class](#)

Class Outline:

Description:

This course teaches students the basics of creating a performance plan and the appraisal process. Students will learn how to conduct a performance-planning meeting, document the performance plan, provide positive and constructive feedback, coach employees during the appraisal period, appraise employee's performance, conduct an appraisal discussion, and document an appraisal. Course activities also cover communicating to performance problems to employees, making performance improvements, conducting a status meeting, and documenting ongoing communication. Students will also learn how to respond to a defensive employee, resolve conflict in an appraisal discussion, and understand the laws governing the appraisal process to reduce the risk of legal challenge.

Course Outline:

Unit 1: Understand performance management

Topic A: Performance management

Topic B: Performance management plan

Topic C: Job description

Unit 2: Performance-planning meeting

Topic A: Understand performance-planning meeting

Topic B: Process for providing feedback

Topic C: Coaching employees

Unit 3: Appraising employee's performance

Topic A: Performance appraisal process

Topic B: Gather appraisal materials

Topic C: Prepare for an appraisal discussion

Topic D: Leading an appraisal discussion

Topic E: Respond to and resolve conflict

Unit 4: Legal appraisal

Topic A: EEO laws

Topic B: Risks of legal challenge

Unit 5: Performance improvements

Topic A: Plan performance improvements

Topic B: Conducting status meetings

Topic C: Maintaining documentation