

# nurture \_ develop \_ achieve

### Performance Management and Development

### **Course Cost**

\$395

### **Duration**

1 Dav

### Locations

- Hobart
- Launceston
- Ulverstone

### **Course Dates**

Course dates can be found on the training calendar on the NDA wesbite:

www.nda.com.au

If there are no dates listed, please email:

**bookings@nda.com.au** to express interest in the course.

### More Information

For more information on any of our courses or services please email:

bookings@nda.com.au or visit the NDA website at: www.nda.com.au

### **National Competency Standard**

BSBHRM411 – Administer performance development processes BSBHRM521 – Facilitate performance development processes BSBLDR522 – Manage people performance (with post-course work)

### **Prerequisites**

There are no pre-requisites for this course.

### **Course Objectives**

Upon completion of this course, attendees will be able to manage the performance of staff who report to them.

This workshop provides participants with the skills to manage the performance of staff who report to them. It presents and discusses various strategies for timely coaching and feedback, and provides the basis for performance management. It is applicable to managers and team leaders who manage people. It makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

### **Learning Outcomes**

- Allocate work effectively
- Develop and understand key result areas and key performance indicators and standards
- Understand different methods used to review performance, and develop and deliver performance appraisals
- Appreciate the value of rewards and recognition, and the importance of staff feedback
- Conduct performance management in an effective manner
- Implement agreed performance improvement and development plans
- Manage poor performance and provide support services

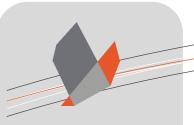
### **Optional Assessment**

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activites completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.

PER UNIT FEE: \$195



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## Redefining Performance Management Course Content

### RTO Provider:60034

### **NDA Launceston**

Level 1, 65 St John Street Launceston TAS 7250 03 6334 4910

### **NDA Hobart**

Level 3, 110 Collins Street Hobart TAS 7000 03 6224 2660

### **NDA North West**

4B, 21 Alexandra Road Ulverstone TAS 7315 03 6423 4547

### **Private Training**

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delievered either on-site or at NDA.

Please contact us for further information and to be provided with a quote.

### Allocate work

- Consult relevant groups
- Develop work plans
- Confirm Performance standards
- Develop performance indicators
- · Conduct risk analysis

### Assess performance

- Design performance management
- Train people in performance management
- Connecting expectations to results
- Conduct performance management
- The appraisal process
- Performance-planning meetings
- Performance appraisal process
- Gather appraisal materials
- Employee's self-evaluation
- Respond to and resolve conflict
- · Legal pitfalls

#### Provide Feedback

- Providing positive feedback
- Providing constructive feedback
- Performance improvement
- Performance issue
- Coaching employees
- Document performance
- Document performance management
- Meeting focus
- Maintaining documentation
- Documenting ongoing communication

### Manage follow up

- Performance improvement and development plans
- Recognition
- Counselling
- Termination of staff