This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Performance Management
(Second Edition)

Course Specifications
Course Number: ELK88–482
Days: 1 day

Course Description
New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to lead the individuals on your team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and designing and implementing performance standards. You also want to develop talent within your team by employing effective performance–management strategies on the job. This course will give new managers essential performance–management skills.

Course Objective: You will explore basic performance–management techniques. You will identify methods of developing talent, harnessing the engagement of team members, and offering training and coaching to individual team members through performance–management strategies. You will develop and implement performance standards, conduct performance appraisal conversations, and give appropriate feedback and coaching to individuals for their edification and the benefit of the team, department, and company.

Target Student: This course is intended for a wide range of first–time managers.

Prerequisites: There are no prerequisites for this course. Taking the Coaching Essentials course is recommended.

Delivery Method: Instructor led, group–paced, classroom–delivery learning model with structured hands–on activities.

Hardware Requirements
- A Pentium 90 MHz or better, or Macintosh PowerPC.
- Screen resolution of 800 x 600 set to 256 colors.

Performance–Based Objectives

Upon successful completion of this course, students will be able to:

1. Plan ways of effectively harnessing engagement with the individuals on your team. You will identify methods of becoming a manager of choice within your workplace by establishing your reputation as a manager who invests time, energy, and effort in the team members and in committing to performance–management strategies on the job.

2. Plan strategies for aligning the performance management goals for the individuals on your team with the established needs of your business. You will work with your team members to optimize their behavior in order to yield better results for the company, collaborate with team members to establish performance goals, ensure those goals are in alignment with business needs, discuss performance appraisals with your team members, and deliver coaching and feedback as necessary.

3. Learn strategies for creating performance and development plans for individuals. You will create creative, instructive development plans for team members seeking career growth and strategic development plans to help team members who are seriously struggling to meet their job requirements.

Software Requirements

1. Windows® 95, Windows 98, Windows 2000, Windows ME, Windows NT 4.0, Windows XP Home Edition, or Windows XP Professional.
2. Microsoft® Internet Explorer® 5.0x, 5.5, 6.0; or Netscape Navigator (excluding 6.0 and 6.1).
3. Adobe® Acrobat® Reader® 6.0 or higher; Apple® QuickTime® 5.0 or higher; Macromedia® Flash® Player 6.0.79 or higher; or Macromedia® Shockwave® 7.0.2, 8.0, 8.5, 8.5.1, or higher.
4. Turn off pop–up blocking (Windows XP with Service Pack 2 Internet Explorer users only).

Course Content

Lesson 1: Becoming the Manager of Choice
Topic 1A: Develop Talent
Topic 1B: Harness Engagement
Topic 1C: Onboard New Team Members

Lesson 2: Using Performance Management Skills to Improve Performance
Topic 2A: Identify Individual Performance Goals
Topic 2B: Discuss a Performance Appraisal
Topic 2C: Use Effective Interviewing Skills
Topic 2D: Provide Appropriate Feedback and Coaching

Lesson 3: Creating Performance and Development Plans
Topic 3A: Initiate the Performance Plan
Topic 3B: Create an Improvement Plan for Performance Problems
Topic 3C: Create a Development Plan for Career Growth

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (http://www.collegeafricagroup.com)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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EBOOKS AND ONLINE TAINING

Excel Essentials 2013 Ebook, workbooks, and solutions.
Excel Intermediate 2013 Ebook, workbooks, and solutions.
Excel Advanced 2013 Ebook, workbooks, and solutions.
Excel comprehensive online courses, email for more details.

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Arnold Muscat
Direct 083 778 4903
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