
Performance Management

National Competency Standard (BSB07)
BSBMGT502B Manage people performance



Aim

This course specifies the outcomes required to manage and lead team members within an organisation. This includes determining work allocations; implementing performance management processes; addressing issues regarding personal leadership style and performance within the work team; demonstrating leadership; building commitment within the team; and analysing, reviewing and evaluating the effectiveness of human resource management processes in line with the objectives of the work team and the organisation.

Audience

This course is aimed at managers and supervisors who are responsible for leading teams in the workplace.

Duration

One day.

Course Outcomes

1. Manage performance of individuals in teams
2. Address performance related issues
3. Address issues and problems of individuals in teams
4. Build support and commitment within the work team
5. Review and evaluate management of individuals within the work team

Optional Assessment

This is 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 outlined above (additional fee applies). Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

Course Content

Manage performance of individuals in teams

- Successful organisations
- The management role
- The organisation's vision
- Leadership
- Leadership vs management
- Style
- Leadership and teams
- Effects of good leadership

Address performance related issues

- Performance
- Appraisal and assessment
- Systems
- When and how to evaluate Address issues and problems of individuals in teams
- Linking performance management with business plans

- Changing inappropriate behaviours/ work practices
- Conflict resolution processes

Build support and commitment within the work team

- Values and expectations
- Culture
- Balanced work cultures
- Frontline managers and ethics
- Social responsibility and business ethics
- Community interaction
- The communication role of leaders
- Role responsibility
- Motivation

Review and evaluate management of individuals within the work team

- Leaders as decision makers
- Problem definition

Performance Management

- The problem solving process
- Closing the gap
- Useful tools
- Generating alternatives
- Making a choice
- Implementation
- Power bases and decision making
- Continuous improvement
- Monitoring and evaluation