



NDA

TRAINING TASMANIA

nurture - develop - achieve

Performance Management and Development

Course Cost

\$ 395

Duration

1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

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

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

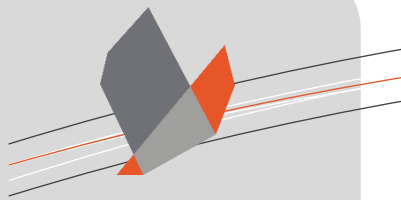
Optional Assessment

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 activities 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 delivered 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