

Performance Management Systems

Effective management of the employment relationship focuses on the key stakeholders in this relationship, and the degree of influence each can exert in workforce management. With concepts of empowerment and high-powered work teams not at the forefront of the new organizational "democratic process", performance management must evolve into a flexible, accountable, fair and equitable process that rises up to meet increasing demands and competition in the marketplace.

Seminar Objectives:

To examine roles of management, of Human Resources processes of workers and of teams in workforce governance. Participants will discuss factors and methods that influence and contribute to effective management of the employment relationship and resulting organizational performance levels.

Topics:

- Role of the Human Resource management function in adding value to people and to the organization
- Impact of performance management on financial indicators of organizational success
- Developing objectives and strategies for effective performance management
- Broadening the concept of Quality of Worklife toward commitment and job ownership
- Corporate policies and management processes that promote vs. control behaviour
- Goal-setting/work-planning: connecting individual performance to the business plan
- Relationship between employee job satisfaction and performance levels
- Identifying employee wants and needs - effective observing and listening
- Employee involvement as a critical component of job satisfaction
- Managing motivation: proactive leadership and support from upper management
- Developing leadership skills to enhance performance management and direction
- Coaching: new leadership roles for feedback and development
- Developing line management accountability for effective people management
- The definition and components of empowerment and high-powered work teams
- Developing/supporting high-performance teams: authority, credibility, responsibility
- Using structured communication channels to ensure understanding and cooperation
- Effective interpersonal skills that improve employer/employee relationships
- Understanding individual working styles: adapting matching management styles
- The art of giving ongoing, precise, and constructive performance feedback
- Individual performance review, management and "coaching" strategies
- Performance appraisals as tools for managing motivation, performance and planning
- Identifying and determining the causes of performance problems
- Managing grievances and disputes: seeking organizational justice
- Managing absences, turnover and transfer: manageable, interdependent issues
- Integrating employee attitude/satisfaction measures to determine future improvement