

# Managing Performance

1 day

## Description

This ILT Series course teaches students the basics of creating a performance plan and the appraisal process. Students will learn how to conduct a performance-planning meeting, document the performance plan, provide positive and constructive feedback, coach employees during the appraisal period, appraise employee's performance, conduct an appraisal discussion, and document an appraisal. Course activities also cover communicating performance problems to employees, making performance improvements, conducting a status meeting, and documenting ongoing communication. Students will also learn how to respond to a defensive employee, resolve conflict in an appraisal discussion, and understand the laws governing the appraisal process to reduce the risk of legal challenge.

## Prerequisites

- *None*

## Course Outline

### ***Unit 1: Understand performance management***

Topic A: Performance management  
Topic B: Performance management plan  
Topic C: Job description

### ***Unit 2: Performance-planning meeting***

Topic A: Understand performance-planning meeting  
Topic B: Process for providing feedback  
Topic C: Coaching employees

### ***Unit 3: Appraising employee performance***

Topic A: Performance appraisal process  
Topic B: Gather appraisal materials  
Topic C: Prepare for an appraisal discussion  
Topic D: Leading an appraisal discussion  
Topic E: Respond to and resolve conflict

### ***Unit 4: Legal appraisal***

Topic A: EEO laws  
Topic B: Risks of legal challenge

### ***Unit 5: Performance improvements***

Topic A: Plan performance improvements  
Topic B: Conducting status meetings  
Topic C: Maintaining documentation