

## **Painless Performance Management: A Practical Approach to Managing Day-to-Day Employee Performance**

One of the most essential skill sets a manager or supervisor must use every day are those skills related to the management of employee performance. Helping employees be successful and guiding those employees who may not be performing up to expectations is a critical activity used by all effective managers. This program, based on Marnie E. Green's book, **Painless Performance Evaluations: A Practical Approach to Managing Day-to-Day Employee Performance**, offers the essential skills in managing day to day performance including how to establish and communicate clear expectations and how to conduct performance-related discussions. And, since performance management usually culminates in a regularly scheduled performance evaluation, tools for completing the performance evaluation documentation and for conducting the discussion are offered in this practical, hands-on program.

**Target Audience:** Any lead worker, supervisor, or manager who is responsible for setting expectations, giving performance feedback, or delivering performance evaluations should attend this course.

### **Course Objectives:**

Participants can expect to:

- Implement a performance management plan together with their employees
- Establish a work climate that is results-based and focused on objectives
- Initiate and maintain positive communication about work performance through documentation and feedback
- Prepare and conduct performance discussions that encourage an exchange of information and produce better results

### **Course Topics:**

- The performance management process
- Performance planning
  - Establishing performance expectations
  - Criteria for setting SMAART goals
  - Documentation and keeping an employee log
  - Providing performance feedback
- Writing the performance evaluation document
- The evaluation discussion

**To tailor this material to your organization and to bring the workshop to your organization's leaders, contact us today.**