

Tel :011 814 1975	e-mail: johan@motivate.co.za	124 Graaff Reinet Street
Cell :083 304 2867		P.O. Box 1937
Fax :086 603 7931	www.motivate.co.za	Nigel 1490

The EMPOWER
Fundamentals of Performance Management
 Workshop

Definition

Performance management is a continuous, constant and consistent communication process using performance standards, measures, progress reports and feedback from customers (internal and external) as a means of creating a work environment in which people are empowered to perform at their best thereby ensuring that the organisation achieves its objectives and attains its vision.

A critical managerial skill is the ability to allocate the available resources of the organization as effectively as possible in order to maximize the chances of achieving the organizations objectives.

Are you so busy doing what you are doing that
 you are too busy to do what you should be doing?

Managing the performance of your workforce is the most important and difficult task you face in your job. Do you have the skills and information it takes to excel? Most managers don't.

Performance management is a tool that enables managers to achieve goals more effectively. To be a useful tool, managers and employees alike must learn to use it regularly as a guide for decision making. Yet most managers list "performance management" as one of the most difficult aspects of their job. The problem is that all too often "Performance Management" is confused with "Performance Appraisal"

Key concept.

Performance Management is not about catching people doing something wrong. It's about ensuring that systems are in place to help them do it right.

Performance Management is the process of ensuring that the Right job is being done for the Right person by the Right person at the Right time in the Right way. This workshop provides a comprehensive performance management plan that builds concrete skills, gets at the heart of performance issues, and helps managers produce real change.

Objectives of the workshop

- To understand the principles of Performance Management
- To be able to assess the organisation and implement performance improvement initiatives
- To design and implement an effective Performance measurement system
- To understand the Performance Management Improvement Challenge

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In this essential workshop you will learn:

- ▶ The Principles of Performance Management
- ▶ The 3 essential elements of Performance Management.
- ▶ Value of a well structured Job description
- ▶ The obligations of employees
- ▶ 6 Step Performance Management Model
- ▶ 360 degree feedback
- ▶ Understanding performance states and how to effectively deal with them
- ▶ The 3 elements of Responsibility
- ▶ How to set SMARTA goals
- ▶ The difference between performance management and performance appraisal
- ▶ How to create an internal guidance system that will enable you to "performance manage" yourself.

Performance management is not "rocket science" but it does follow a logical sequence of events and is defined by timeless principles. If you follow the sequence of events, abide by the principles and add a dash of creativity, a dollop of reasonableness and a huge serving of "sense of humour" you will find that it is a very rewarding process to get involved in.

To book this powerful workshop to EMPOWER your team
call Johan or Linda @ 083 304 2867 or e-mail : johan@motivate.co.za

You get an iron clad **Customer Satisfaction Guarantee**

I am very proud of the work that I do and I am committed to offering great service and products that will improve your life and solve your problems. So to give you the peace of mind knowing that you are working with a dedicated professional I offer you a

"Customer Satisfaction Guarantee"

which means that if you feel my services were not of an acceptable standard or did not meet your requirements then you do not have to pay.

I believe that

"Smart talk might get you into the job, but only smart work will keep you in the job"

Johan V Campbell - The Corporate Healer

Certified POWER Practitioner

Life and Business Coach

VISION

To be recognised
as the world's leading provider
of business and personal development systems.

Fundamentals of Performance Management

*An organisation is only as good as the people in the organisation
therefore to build the organisation you have got to build the people.*

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A professional speaker and trainer, Johan delivers exciting and empowering presentations, seminars and workshops. Using his diverse background to relate to key business principles, Johan enriches his content with insightful and dramatic illustrations, stories, and humour.

Johan has the ability to make the most complicated subject easy to understand and the most sensitive subject easy to deal with.

In the words of one delegate;

"It's been said that a picture paints a thousand words, Johan's words paint a thousand pictures. You don't listen to Johan. You experience him"

In the words of another delegate;

"Johan gives us a genuinely original and inspiring way of understanding ourselves and our place in the universe. I was increasingly impressed and then converted by his learned explanation for society's competitive and self-destructive behaviour."

More than thirty years of business experience provides a vast wealth of information and experience upon which he draws as a *professional speaker and trainer* in relating to his audiences. Each presentation is a "living work in progress" constantly evolving as new information is discovered.

Johan's workshops and seminars have been rated by virtually every delegate as the best they have ever attended and the results in terms of personal growth have been phenomenal.

*Johan's goal in speaking to each group is threefold:
to open their minds, to touch their emotions, and to challenge their perceptions.*