



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Performance Management

Overview

This course is designed to equip delegates with the knowledge and skills necessary to effectively manage performance within their teams or organisations. Through a blend of interactive lectures, case studies, and practical exercises, delegates will explore key concepts such as setting performance expectations, providing constructive feedback, conducting performance appraisals, addressing performance issues, and fostering a culture of continuous improvement.

Objectives

On completion of this course, delegates will be able to:

- Define performance management.
- Understand how performance management works and the tools to make it effective.
- Learn the three phases of performance management and how to assess each stage.
- Discuss effective goal-setting techniques.
- Give constructive and developmental feedback on performance.
- Identify Kolb's Learning Cycle and its application in performance management.
- Recognise the importance of motivation in achieving peak performance.
- Develop a performance journal and create a sustainable performance plan.
- Apply modern approaches such as 360-degree feedback and competency assessments to strengthen performance reviews.
- Foster a culture of accountability and continuous improvement within their teams.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer who utilises a combination of the following techniques to ensure that the session is practical and experiential:

- Discussion
- Role Play & Case Studies
- Practical Exercises
- Videos & Slide Shows
- Games & Group Activities
- Written Questions

Who should attend?

This course is ideally suited for:

- Managers
- Supervisors
- Team Leaders
- HR Professionals
- Project Managers and Business Owners seeking to maximise team performance

Course Outline

This course consists of the following 5 modules

Module 1	Foundations of Performance Management • What is performance management and why it matters • The three phases: Unfreezing, Change, Freezing • Standards, appraisals, and coaching in context • Annual performance review process • Linking performance management to organisational strategy and culture
Module 2	Goal Setting & Motivation • Effective goal setting (SMART goals) • Establishing performance goals through strategic planning & job analysis • Motivation theories and key motivational factors • Identifying personal motivators and evaluating them • Creating a motivational environment that encourages continuous improvement
Module 3	Feedback & Assessment Methods • Traditional vs. 360-degree feedback • Competency assessments: purpose, process, and benefits • Kolb's Learning Cycle (experience, observation, conceptualisation, experimentation) • Providing constructive feedback and coaching techniques • Using performance journals and coaching assessments as practical tools

Module 4	Managing Performance Outcomes • Managing teams: the good and bad of teamwork • Identifying, rewarding, and sustaining good performance • Addressing poor performance: confrontation, coaching, and improvement plans • Recognising common challenges (Peter Principle, demotivation) • Conflict management and handling performance issues constructively
Module 5	Creating Sustainable Performance Plans • Designing individual performance plans • Recording goals, results, and accomplishments • Prioritisation, measurement, and evaluation • Linking individual goals to team and organisational objectives • Building a culture of accountability and continuous performance improvement

Additional Information

Duration	1 Day	
Includes	• Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire