

Competency Based Performance Management

Duration: 3 Days

Introduction

Managing performance is not difficult. It's about practical ways of improving how you do things in your organisation. However, Managing performance involves much more than setting up a system. The mechanics, targets, indicators, and plans are only a small part of the process and they are easy to deal with in comparison to getting the right focus, leadership, and culture in place. Performance management is a fundamental and critical tool for best practice. Performance management starts with recognising competencies – or the skills knowledge and behaviours that make performance effective.

Course Aim

This powerful workshop will enable you to identify the competencies that are essential to ensuring effective contribution from the job roles in your organisation. Measuring Performance is an important activity in any organisation. Individuals, teams and departments can be cost effective and deliver measurable results. Transferring the skills and knowledge that this workshop develops participants will be confident to identify measure and manage performance for effective contribution

Learning Objectives

Following the workshop you will be able to:

- ✿ Consider use of a Integrated Framework for organisational improvement
- ✿ Consistently maintain a clear line of sight between goals and individual job implications
- ✿ Assess the effect of leadership behaviour on climate
- ✿ Construct a competency framework
- ✿ See the benefits of role statements to role clarity, and performance management
- ✿ Link generic role competencies and contribution levels
- ✿ Identify role balance
- ✿ Link personal development plans to measured business objectives
- ✿ Start to develop a performance culture

Method and Approach - Pre-workshop

Participants will be provided with a self assessment and 360 feedback diagnostic which will enable them (if they wish) to seek feedback from their manager and subordinates about their performance management techniques.

The Workshop

A highly interactive workshop which utilises business simulations and practical activities to help you to apply the techniques. Video, self assessment, facilitated learning, coaching and personal feedback all form parts of the methodology.

Post Workshop (If Required)

With individual coaching and support participants will transfer their learning and skills to the workplace. A choice of assignments will be issued to the participants to enable reflection on personal learning derived from the content and process of the programme

Course Content

The Benefits of an Integrated Framework

- ✿ Competencies - a powerful enabler to business performance.
- ✿ What is business performance?
- ✿ How does climate influence performance?
- ✿ What influences climate?
- ✿ Utilising process to improve performance
- ✿ Roles and Capability
- ✿ How role statements contribute to performance management
- ✿ Generic roles, contribution levels, and Business areas
- ✿ How to focus on contribution and not task, role purpose and not activity

Using Competency Frameworks

- ✿ Measuring WHAT and HOW with equal importance
- ✿ Constructing a competency framework for your organisation
- ✿ Applications of competency frameworks to Performance, Potential & Development
- ✿ Methods of Assessing Performance
- ✿ What is capability? Knowledge, skills and behaviour?
- ✿ What is achievement?
- ✿ Assessing achievement and capability
- ✿ Application of achievement ratings
- ✿ Performance management is not a once a year activity!
- ✿ Performance management methods and techniques

Management with Measurement

- ✿ How to manage performance with the measurement process in place
- ✿ What we can measure better, we can manage better
- ✿ Presenting the data clearly
- ✿ Analysing the data
- ✿ Setting the Right Goals and Objectives
- ✿ Self monitoring by employees and teams