

## Performance Management (HR)

Improve organisational performance through people performance management, identifying skill gaps and dealing with performance issues.

**Module Duration:** 90mins

*Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.*

The subject of Performance Management can be emotive for the employee on the receiving end, and stressful for the manager delivering. But carried out effectively and consistently can result in positive results for both individuals and the overall organisation.

During this module we will be exploring: What Performance Management is and why we do it, how individual performance can impact on the performance and overall effectiveness of the organisation and how to combat negative perceptions of the process. We will also be looking at how to prepare for the appraisal meeting, setting and evaluating objectives and how to spot other performance indicators.

Every manager dreads and sometimes avoids having to confront poor performance and the associated difficult messages that have to be delivered. This module will help you identify what is at the heart of the performance issue and advise steps that you can take to deal with the issue before embarking on the formal process through disciplinary. It will also help you to understand that individual behaviours play a big part towards someone's performance and motivation at work and will provide basic tools to work towards resolving them fairly and consistently.

It's all very well having a Performance Management system in place, but an organisation must also take steps to improve performance through learning and development activities. This module focusses on the importance of Learning and Development in the workplace, how to evaluate the critical competencies and how to prioritise learning activities around these. It also demonstrates that individuals may have different learning styles and therefore training approaches should complement these if possible.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection.

An end of module assessment will evaluate your understanding of the content covered and individuals will receive a certificate of successful study, whilst a learning review document will allow individuals to recap the key elements covered at another time.

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

[www.ararna.co.uk/elearning](http://www.ararna.co.uk/elearning)

or E-Mail:

[elearning@ararna.co.uk](mailto:elearning@ararna.co.uk)

### Performance Management Module Structure

#### A Part 1 -

##### Performance Management, Appraisal Meetings and Objectives

- A What is Performance Management?
- A Why manage Performance?
- A The link between individual performance and organisational performance and effectiveness
- A Combatting negative perceptions
- A Preparing for an appraisal meeting
- A Objective setting and evaluating objectives
- A Looking out for other key performance indicators

#### A Part 2 -

##### Managing and Dealing with Performance Issues

- A What is Performance?
- A Identifying and handling performance issues
- A Dealing with difficult situations and having effective performance conversations
- A Conduct or Capability
- A Disciplinary procedure
- A Understanding different behaviours
- A Conflict Management through mediation

#### A Part 3 -

##### Development and Training in the Workplace

- A The importance of Learning and Development in the workplace
- A Analysing training needs
- A Linking training needs to the objectives and organisational performance
- A Understanding different learning styles and approaches to training
- A Coaching
- A Ensuring effective training through planning
- A Summary - Do's and Don'ts

#### A Module Review Assessment

#### A Certificate of Completion (70% pass grade)

#### A Module Learning Review Document

### Benefits of Performance Management

- A Understand how your role can impact on the overall performance of the practice
- A Guide you to prepare for and carry out effective Performance Appraisal meetings
- A Identify and handle performance issues and difficult situations that may occur
- A Understand 'Conduct vs Capability' and different behaviours and performance indicators
- A Prepare for conflict management through mediation and the disciplinary procedure
- A Identify and plan for effective training and development in the workplace