

# PERFORMANCE MANAGEMENT *PLUS*<sup>TM</sup>

**Performance Impact System** from CCHKnowledgePoint provides the best possible framework for an effective performance management program – the kind that can boost productivity, increase retention, and directly affect your bottom line.

But unless your managers are equipped with the necessary “soft skills,” your organization may never gain the benefits that a strong performance management program can deliver.

And that’s where CCHKnowledgePoint’s Performance Management *Plus* comes in.

## SOFTWARE SKILLS PLUS SOFT SKILLS

Performance Management *Plus* provides your managers with interactive, hands-on training in the use of Performance Impact System software. But that’s just the beginning.

Throughout the Performance Management *Plus* training course, your managers will learn the soft skills they need for every stage of the performance management process, from setting expectations to documenting, coaching, reviewing, and developing employee performance.

Our unique, blended approach to performance management training equips participants with the technical skills and the interpersonal competencies needed for performance management success. Performance Management *Plus* is designed for both CCHKnowledgePoint’s Performance Impact systems: Performance Impact Enterprise (a Web-based solution) and Performance Impact Workplace (a Windows-based solution).

After completing Performance Management *Plus*, your managers will be able to:

- write performance reviews quickly and painlessly – *plus* have the confidence to provide constructive feedback and handle defensiveness;
- use Performance Impact software to set and track goals – *plus* know how to write clear goals in the first place;
- make entries in the Employee Log – *plus* understand which types of events should be documented and discussed;



- access over 2,000 coaching ideas in Performance Impact – *plus* put effective coaching techniques into practice with their employees;
- ...and much more.

## MEETING THE SOFT SKILLS CHALLENGE

Do managers in your organization ...

- procrastinate at performance review time?
- make common performance appraisal errors, such as rating everyone “down the middle,” too generously, or too harshly?
- submit performance reviews that lack documentation to support very low or high ratings?
- fail to provide ongoing, year round performance feedback and coaching?
- lack an understanding of how to clearly define, track, and measure goals?
- avoid discussing performance problems until they escalate to a critical level?
- get bogged down in defensive and unproductive performance discussions with their direct reports?
- have difficulty motivating both high achievers and weak performers?

If you checked “yes” to any of the questions above, your organization stands to benefit from CCH-KnowledgePoint’s Performance Management *Plus* training course.

## EACH PARTICIPANT RECEIVES:

- 4-16 hours of classroom training in ½ day modules
- Hands-on software experience
- Interactive exercises to provide soft skills practice
- Performance Management Workbook
- Performance Impact Training Guide
- Performance Management Job Aids

See reverse side for modules and training topics

## A FLEXIBLE, MODULAR APPROACH

The Performance Management *Plus* training program is delivered in 4 half-day modules that can be scheduled at your convenience. Modules include:

### MODULE 1

#### INTRODUCTION

**Learning objectives:** Participants will understand the value and importance of performance management.

**Topics covered:** Performance management cycle; performance discussion model; business benefits of performance management; organizational benefits of performance management; needs assessment.

#### SETTING EXPECTATIONS

**Learning objectives:** Participants will know how to set clear performance expectations with employees and understand the use of competencies and goals in performance management.

**Topics covered:** Reviewing expected performance competencies; goal setting process; writing SMART goals; writing plans for goal achievement.

#### DOCUMENTING PERFORMANCE

**Learning objectives:** Participants will know how to measure and track examples of performance.

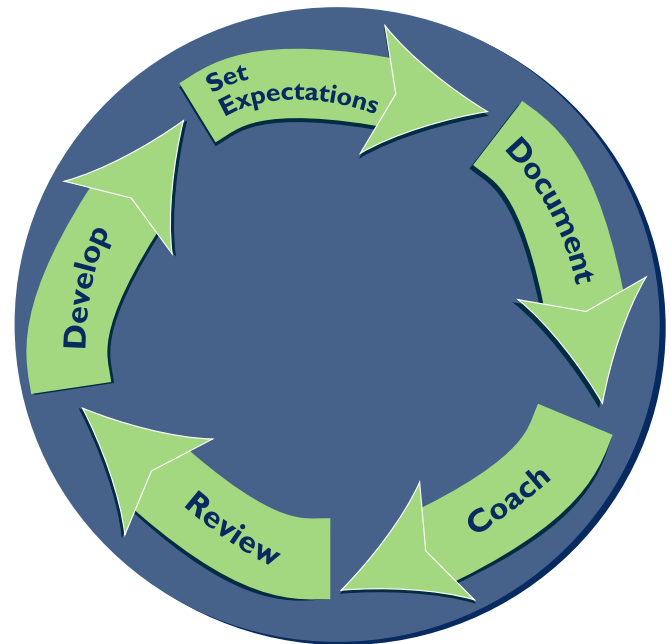
**Topics covered:** Documenting goal progress notes; examples of log events.

### MODULE 2

#### PERFORMANCE IMPACT SOFTWARE TRAINING

**Learning objectives:** Participants will gain hands-on experience and learn how to use Performance Impact System software for all phases of the performance management cycle.

**Topics covered:** Major features and functions of Performance Impact System; managing employee information; setting goals and tracking progress; creating employee log events; creating the performance review form and development plan; adding post-discussion comments and finalizing the review; creating reports; linking to job descriptions; using help and advice.



### MODULE 3

#### COACHING

**Learning objectives:** Participants will know how to provide feedback and coaching to employees throughout the year.

**Topics covered:** Performance discussion model; types of coaching; effective and ineffective feedback for performance improvement; performance analysis; handling defensiveness.

### MODULE 4

#### REVIEWING PROGRESS

**Learning objectives:** Participants will know how to complete each section of the Performance Review form and how to hold effective performance review discussions with employees.

**Topics covered:** Preparing for a performance review; common performance appraisal errors; conducting a performance review discussion.

#### DEVELOPING PERFORMANCE

**Learning objectives:** Participants will know how to create development plans that boost employee performance.

**Topics covered:** Competency-based development plans; development ideas for strong and weak performance.