

# BTC Training (Africa)(Pty) Ltd

1999/018931/07

P O BOX 136843, ALBERTON NORTH, 1456 Tel/Fax: (011) 869-1946 Cell: 082 414 4898  
9A Tenth Avenue, ALBERTON NORTH. errol@btctraining.co.za  
TRAINING CENTRE: 9 Pickers Place, 33 Second Avenue, Alberton North

## **Performance Management**

NQF Level 3

Duration: 14Hours

Price on request (Min 5 Max 20 delegates)

Target group: ALL employees in a Management position.

### **Course outcomes:**

- ❖ Learners will be able to explain the principles and procedures of managing the performance of employees.
- ❖ Learners will be able to demonstrate the skills and knowledge of effective performance management.
- ❖ Learners will be able to identify the key performance indicators in the performance management process.

### **Course contents:**

- ❖ Performance Management Principles
- ❖ Performance Plans
  - Performance Elements
  - Programme Features
  - Activities and Accomplishments
  - *The Balanced Scorecard Model*
  - Developing Employee Performance Plans
  - Performance Pyramid
  - Developing Standards
  - Monitoring Performance
  - Feedback
  - Appraisals

### **Support learning material**

- ❖ Delegate workbook
- ❖ Video Presentation
- ❖ Assessment - Personal Action Plan
- ❖ Customised PowerPoint presentation