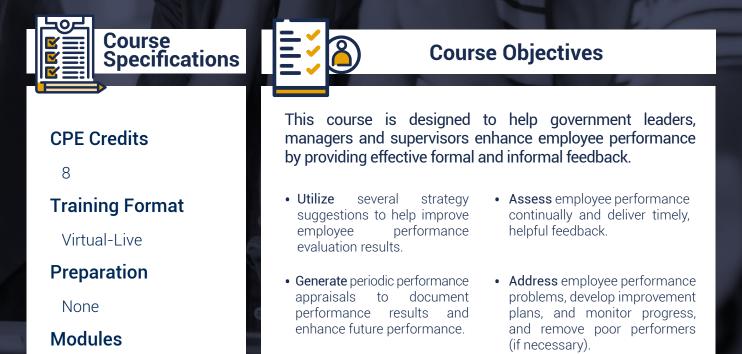


Improving Government Performance For Over 20 Years

# **Evaluating Employee Performance**

This course is designed to help managers and supervisors guide employees toward increasing their learning capacity and contributing their knowledge to achieve the organization's strategic and operational priorities.



INTENDED FOR Leaders, key stakeholders, and project teams

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# Getting employees exposed to relevant and consistent training

The increasing pace of change in the workplace necessitates that employees adapt quickly by learning, unlearning, and re-learning effectively.

Agenda

MODULE 1

**Introduction And Overview** 

# MODULE 3

#### **Setting Performance Expectations**

- Learn setting performance expectations that employees understand
- Help employees understand their own progress toward mastery
- · Understand how to utilize employee goals using the
- SMART criteria and reach mutual understanding of performance expectations
- Identify criteria to align employee performance with strategy and set goals

# MODULE 5

#### **Delivering Performance Feedback**

- Understand the importance of providing employees with a valuable feedback
- Specify factors in creating feedback that has the most impact on performance
- Enhance methods in delivering feedback in a constructive conversation

#### MODULE 2

Why Do We Evaluate Employee Performance

- Understand the impacts of effective employee evaluation to employee satisfaction
- Learn how to analyze and utilize the OPM model as a part of performance evaluation
- Understand the evaluation process necessary to gauge an employee's contribution to the organization

### MODULE 4

#### **Finding Learning Opportunities**

- Differentiate performance from documented expectations and goals
- Learn how to utilize performance standards to gauge task performance
- Learn how to utilize outcome metrics to gauge goal performance
- Identify performance gaps and determine the potential sources and reasons
- Learn assessment considerations for an effective feedback discussion
- Learn how to guide employees to work-related learning to help them and the organization







Agenda

# MODULE 6

#### Addressing Performance Issues

- Learn how to handle poor performers in the organization
- Identify the steps for dealing with a poor performing employee
- Know how to deal quickly in mitigating the effects of a poor performer

# MODULE 8

**Rewarding Employee Performance** 

- Understand how you can enhance engagement by rewarding good performance
- · Recognize ways to tailor your reward structure to your employees
- Identify ways to create a transparent rewards process that employees believe is fair, predictable, and achievable

# MODULE 7

**CASE STUDY: Removing a Poor** Performer

# MODULE 9

#### **Rewarding Employee Performance**

- Understand how to drive employee ٠ development through performance evaluation and treat employee performance on an individual basis
- Assess and utilize your Performance Management Checklist efficiently as a tool for improved performance
- Identify key drivers to evaluate employee performance





#### **Get Certified**

#### Certified Government Performance Manager (CGPM) Program

The Performance Institute's Certified Government Performance Manager (CGPM) program **provides the skills and tools needed to make you a lead performance management resource for your organization**. Candidates for our standard certificate sit for a brief examination. Candidates for our advanced certificate complete a capstone project—a real-world project from your agency that you can use to apply concepts, knowledge and skills from your courses and receive expert feedback from a staff member of The Performance Institute.

Upon completion of certification, **you will gain both professional distinction and academic credit.** The Performance Institute is accredited through the National Association of State Boards of Accountancy (NASBA).

For more information about the CGPM program, or for help customizing CGPM certification to suit your needs, contact The Performance Institute at 1-877-992-9521.



# **On Site Training**

#### Bring PI Training and Certification On-site to Your Organization

Bringing PI training in-house for groups of seven to 30 allows you to better utilize your training dollars. The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your organizations' specific needs. The identification of real-life examples will create a learning atmosphere that resonates with participants while simultaneously providing an immediate return on your training investment. Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives.

For more information about bringing PI Training on-site at your organization, call 1-877-992-9521 or email info@performanceinstitute.org

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