

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.



Course Specifications

CPE Credits

8

Training Format

Virtual-Live

Preparation

None

Modules

9



Course Objectives

This course is designed to help government leaders, managers and supervisors enhance employee performance by providing effective formal and informal feedback.

- **Utilize** several strategy suggestions to help improve employee performance evaluation results.
- **Assess** employee performance continually and deliver timely, helpful feedback.
- **Generate** periodic performance appraisals to document performance results and enhance future performance.
- **Address** employee performance problems, develop improvement plans, and monitor progress, and remove poor performers (if necessary).

INTENDED FOR

Leaders, key stakeholders, and project teams

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 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



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