

Target Setting for Effective Performance Management

This practical and skills-intensive workshop equips participants with the knowledge and skills on how to write SMART goals and targets.

YOU WILL LEARN

- Use various methods to develop targets, competencies and key performance indicators for various roles
- Break down organisational global goals to your team and then to individuals
- Acquire the skills required to communicate and obtain consensus on the various targets
- Self-evaluate the necessary coaching skills that may be required to ensure high performance to targets
- Apply various approaches to conflict and how it can be managed

COURSE HIGHLIGHTS

1. Why Do You Need a Competency Framework?
2. Conducting Your Analysis
3. Constructing Outcome Oriented Targets
4. Translating Global Goals to SMART Goals
5. Understanding the Behaviours of Your Staff
6. Getting from No to Yes
7. Conflict Management Skills
8. Coaching to Ensure the Agreed Targets are Achieved

DURATION

2 days