

PERFORMANCE MANAGEMENT

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily



COURSE OVERVIEW

Performance management of staff is a task that is disliked by many managers and for good reason. Addressing performance problems is never easy, while not addressing them means not performing yourself.

To make things more complicated, there is a minefield of legal requirements that need to be considered to ensure that you avoid ending up at the CCMA.

In order to assist managers, supervisors and HR personnel achieving successful performance management, AstroTech offers a training course on Performance Management.

The course covers the following key topics:

- Learn how to set realistic performance goals and expectations
- Performance measurement of goals set
- When to coach and when to take disciplinary action
- Employee counselling
- How to conduct meaningful performance appraisals
- Methods for handling difficult situations with staff
- The value of confronting employees with performance problems
- Mistakes made in giving performance feedback
- Constructive feedback that results in improved performance
- Implementing disciplinary action
- Why documentation is critical

...AND MUCH MORE!



COURSE INFORMATION



WHO SHOULD ATTEND

- Managers and supervisors
- HR personnel
- Senior management
- Anyone with staff reporting to them



OUTCOMES

After attending this course attendees should:

- Improve the performance of your team
- Learn how to deal with non-performing staff effectively
- Avoid the CCMA



TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included



TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.