



Job performance is the key factor in the success of your agency. When people understand what they are supposed to do they perform better, and the organization achieves its intended results.

In this Workshop, Participants Will Learn How to:

- ❖ Measure job performance and identify critical job elements
- ❖ Analyze performance problems and determine the cause(s) of poor performance
- ❖ Develop challenging yet attainable standards
- ❖ Provide effective performance feedback, both affirmative and corrective
- ❖ Develop an information system that supports good performance
- ❖ Engineer the work environment for maximum performance
- ❖ Reward good performance
- ❖ Determine when training is necessary and appropriate
- ❖ Free people up to do what they want to do - a good job.

Participants leave this one-day workshop with a performance improvement or enhancement plan for their sample employee. This will greatly improve the confidence of each participant in their ability to do a developing and productive performance coaching and evaluation.

Performance appraisal is a valuable tool that can be used to facilitate the development of employees, clarify expectations, and improve results. It is an organizational tool used to make system-wide decisions about rewards such as compensation and promotion. It may also be used to develop selection and training strategies and document cases for discharge. Most managers and agencies want performance appraisals to accomplish both employee development and employee evaluation. This workshop will help participants develop these skills.

This skill development workshop is designed to be combined with approximately two hours of on-job training for every hour of Workshop training.

