TRAINING OUTLINE

COURSE TITLE	Managing Job Performance: The Skills and The Will Power
DURATION	1 day

Introduction

A one-day experiential workshop designed to equip managers with practical tools and strategies to manage job performance through performance infrastructure, skill development, and employee motivation.

Training Objective

By the end of this training, participants will be able to:

- Establish effective performance management infrastructure and processes.
- Conduct skill inventory, training needs analysis, and evaluate training effectiveness.
- Apply techniques to increase motivation and engagement using both intrinsic and extrinsic approaches.
- Develop and implement individual development plans (IDPs).
- Manage and coach nonperformers effectively.

Who Should Attend?

- Department Heads
- HR Professionals
- Line Managers and People Leaders
- Supervisors managing direct reports

Learning Methodologies

Experiential Learning Approach, Interactive lectures, Group discussions, Case studies and simulations, Video-based learning, Workbooks and action planning

Course Content

Module 1: Introduction to Job Performance (09:00am - 09:30am)

- Performance Triangle: Infrastructure, Skills, Will
- Understanding the importance of managing performance holistically

Module 2: Building the Performance Infrastructure (09:30am - 10:45am)

- Performance planning
- Goal setting and KPIs
- Monitoring and measurement systems

Tea / Coffee Break (10:45am - 11:00am)

Module 3: Assessing and Developing Skills (11:00am - 12:30pm)

- Skill gap analysis Training Needs Assessment (TNA)
- Creating Individual Development Plans (IDP) Evaluating training effectiveness

Lunch (12:30pm - 01:30pm)

Module 4: Motivation and Willpower (01:30pm - 03:00pm)

- Intrinsic vs. Extrinsic motivation
- Strategies to foster engagement and accountability
- Psychological Contract and motivation

Short Break (03:00pm - 03:15pm)

Module 5: Coaching and Managing Nonperformers (03:15pm - 04:30pm)

- Identifying performance issues
- Feedback and coaching techniques
- Building resilience and continuous improvement

Module 6: Integration and Action Planning (04:30pm - 05:00pm)

- Recap of the day
- Personal action plan for applying learning
- Q&A