



MAXIMIZING WORK PERFORMANCE

"The single purpose of this [program] is to help managers do better what they get paid to do, to improve their subordinate's performances, quantitatively and qualitatively, through specific, face-to-face techniques called coaching."

Coaching for Improved Work Performances
Ferdinand F. Fournies

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OVERVIEW

What do you expect of your employees? This program assumes that each employee should:

Work to the full level of his/her capabilities

Conduct him/herself in such a way as to promote the overall productivity of the organization

Conduct him/herself in such a way as to promote harmony and cooperation among fellow employees

The program focuses on both maximizing work performance of valued employees and raising the performance of substandard employees. It looks at performance issues from both a macro and micro perspective. From the macro view it evaluates performance motivators used by different organizations and encourages the adoption of the most successful. From the micro it provides a tool for analyzing performance problems of individual employees and offers correction tactics.

WHO SHOULD ATTEND

Supervisors at all levels of the organization should profit from this program. Additionally, managers and personnel department employees who shape personnel policies and practices will find useful information in the program about the relationship between levels of work performance and wages, benefits and personnel policies.

TRAINING FORMAT

A provocative, interactive style is used throughout. The seminar employs a lecture discussion format enlivened with colorful overheads. Sprinkled throughout the presentation are a number of realistic and real life case studies and "what ifs" (vignettes that require the application of course concepts and stimulate class debate). The program comes with an attractive training manual.

SPECIFIC TOPICS

I. Performance Enhancement Systems

- How to avoid the probation period performance trap
- Getting "B" performance out of "C+" employees
- Using the power of expectation
- Avoiding the Parent-Child relationship
- Encouraging employees to assume responsibility for their own performance
- Coaching, counseling and other performance enhancers

II. Analyzing Performance Problems

- Measuring performance discrepancies
- Assessing whether performance discrepancies matter
- Determining when employees need to build skills, practice old skills or overcome poor work patterns
- Stop penalizing employees for good performance
- Stop rewarding employees for inadequate performance
- Removing obstacles to good performance
- Sending messages that performance matters

III. Performance Improvement Programs

- Effective use of the annual performance review
- Conducting the performance appraisal interview
- How and when to use a work plan
- Proven coaching tactics
- How to minimize the stress of using a work plan
- Developing a remedial assistance program
- Writing memos of expectation