



# KNOWLEDGE WORKS

Training Managers | Empowering Leaders | Delivering Results

presents

## Performance Management Essentials Webinar Series

.....powered by  HARVARD  
ManageMentor



**A flexible, content rich, performance management training program for middle and senior managers!** In this 4 module series, managers develop their skills and confidence in the areas of Coaching, Feedback, Employee Development & Performance Appraisals. Each of the four 90 minute webinars are delivered every two weeks. Webinars are based on a module from the award winning [Harvard Management](#). Each module includes pre and post assessment, core module concepts, executive insight videos, audio downloads, quick steps/tips, ready-to-use tools and interactive exercises. The program ends with the completion of an on-the-job project from a module of their choice. A certificate of completion is awarded for successful completion.

### Module 1 - Coaching

Learn how to get the best from your direct reports and help them master new skills through coaching. In this module, you'll learn how to use a four-step process to facilitate the professional growth of those you've agreed to coach. You'll also discover how to strengthen your skills so that you can be a more effective coach.

### Module 2 - Feedback Essentials

Learn how and when to use various types of feedback to maximize openness and encourage learning. Covers information on establishing a receptive work environment, giving effective feedback, receiving feedback openly, being patient with non-communicators, and managing barriers to feedback.

### Module 3 - Developing Employees

Easily applied recommendations for addressing employees' developmental needs. Includes strategies for maximizing return on management, growing competent employees, and keeping star performers motivated. Also addresses use of development planning to help team members improve individual performance, make the most of career opportunities, and maximize contributions to your organization's performance.

### Module 4 - Performance Appraisals

Prepare, conduct, and follow up a performance evaluation meeting. Includes guidelines on appropriate documentation and handling problem situations, as well as specific *before*, *during*, and *after* steps designed to reinforce desirable behavior and effect change where needed.

[For a detailed outline of the key concepts, tools, executive videos, and articles for each module click here](#)

### Contact US or Our Caribbean Learning Partners



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