

Course: Performance Management**ID:** 1384-PRMG1**Contact Hrs / PDU's:** 14**Course Length:** 2 Days

Course Description: This course is designed to provide managers with the tools and techniques to deal with the many issues surrounding organizational performance. This course takes participants through the complex issues of establishing performance metrics and holding people accountable to communicating goals and expectations.

Target Audience: This course is designed for individuals with managerial authority or interested in becoming organizational leaders. It is recommended that participants have at least six months of managerial experience.

Prerequisites:

- Harvard Business Essentials: Decision Making: 5 Steps to Better Results
- Harvard Business Essentials: Performance Management: Manage and Improve the Effectiveness of Your Employees
- Course Binder

Course Outline:

- **Lesson 1:** Introduction to BSC
 - BSC Basics
 - Bridging the theory & application
 - Why Scorecards fail
 - Scorecard best practices
- **Lesson 2:** Building your own scorecard
 - Basic structure
 - Templates
 - Metrics
- **Lesson 3:** Performance management defined
 - What is performance management
 - The basic steps in establishing a performance management framework
 - The goal of performance management
 - Performance management myths
- **Lesson 4:** Basic Metrics
 - Maturity levels defined
 - Metrics for each level
 - Setting quantitative goals
 - Finding the right metrics
- **Lessons 5:** Performance Plan (for organizations, subsystems, processes or people)
 - Organizations
 - Subsystems
 - Processes
 - People
- **Lesson 6:** Performance Appraisal (for organizations, subsystems, processes or people)
 - Organizations
 - Subsystems
 - Processes
 - People
- Development plans



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