

The ability to accomplish something yourself is quite different from the ability to get others to *want* to do it. The best supervisors and managers hire the best-fit people, then manage performance effectively through a steady routine of measurement and coaching.

Too often, the term “performance management,” is associated with only doing annual appraisals, when in reality, it involves so much more.

This one-day program will explore what performance management is truly about – the essential ingredients of providing objective behavioral descriptions and measures for the work that needs to be done, periodic ongoing feedback, alignment with personal motivation, and a climate of appreciation.

By applying the tools and techniques presented in this program, supervisors can make their lives easier while improving commitment, dedication, and results within their work team, and throughout their organization.

GETTING BETTER GETTING BETTER

Applying Principles of Effective Performance Management!

Successful learners will be able to:

- Identify the disadvantages of ineffective performance management, and the hard costs of disengaged employees.
- Explain the benefits and challenges of a consistent, ongoing, approach to performance management.
- Describe ideal employee behaviors, and how effective coaching and feedback can help those desired behaviors become reality.
- Practice strategies to set performance expectations, provide constructive feedback, and give recognition to cultivate and reinforce desired behaviors.
- Assess the degree to which their teams trust them, and explain the consequences of low trust.
- Select appropriate data to accurately measure performance and results.
- Use the *Nine-Block Talent Assessment* tool to objectively assess team members, promote talent development and build bench strength.

\$125, 8:30 – 4:30

Accountability & Workforce Management



Presented By:

Dale McCoy

Dale McCoy is a Training and Organizational Development Practitioner, specializing in human performance improvement and leadership cultivation through learning and development strategies that yield measurable, data-driven, business results. After managing a multi-million dollar retail sales operation in Los Angeles for eight years, Dale gained extensive experience as a Human Resource Development Specialist with MCI Telecommunications, and as Manager of Training and Development with United Healthcare. Before launching his independent practice, Dale was also the Professional Services Manager of Training Development for Ineto, a web-based customer relations company in Texas.

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