



Optimum Results

Business Training Experts

## Performance Management

### Programme Overview

- Develop an understanding of best practice in performance management.
- Learn the techniques to delivering quality performance reviews.
- Learn to achieve organisational objectives through effective goal setting and employee development.
- Develop soft skills like assertiveness, active listening, feedback, influencing and negotiation.

### Programme Outline

- The benefits of a PM system for managers, employees and companies
- Planning for performance review meetings
- Reviewing past performance
- Setting individual and departmental SMART objectives based on organisational objectives
- The purpose and structure of the meeting
- The managers role
- Communication and soft skills development
- Dealing with conflict
- Dealing with various performance levels and improving performance
- Employee career development

Optimum Results Ltd  
The Business Centre,  
Blackthorn Business Park  
Coe's Road  
Dundalk  
Co Louth

Tel: +353 42 9333033

Email: [info@optimumresults.ie](mailto:info@optimumresults.ie)

Web: [www.optimumresults.ie](http://www.optimumresults.ie)

