

Professional Development and Performance Planning

Developing yourself and others impacts teams, projects and the organization's ability to deliver on its mission and purpose. Transform people into strong, confident employees who are prepared to support the organization's vision by setting an example and providing tools for success.

Understand the common qualities and best practices shared by excellent performance managers. Discover the skills to become a successful coach and mentor who leads teams to achieve measurable and effective results.

Module 1

Aligning Employee Performance and Organizational Culture

Discover the research and data that supports consistent performance management and its impact on organizational culture.

- ✓ Indicate how the performance review process supports organizational culture
- ✓ Describe purpose-driven needs using performance statements
- ✓ Recognize the roles and responsibilities of performance managers

Module 2

Skillfully Applying Adult Learning Principles

Learn the behaviors that signal teachable moments and the questions to ask in order to encourage employees to take charge of their own career path.

- ✓ Discuss how the stages of adult learning support continual learning and development
- ✓ Identify the attributes of a teachable moment and how to respond
- ✓ Recognize questions to use when diagnosing employee behaviors

Module 3

Setting Achievable and Measurable Goals

Improve accountability by setting achievable, measurable goals and helping others do the same.

- ✓ Identify the characteristics of SMARTER goals
- ✓ Recognize techniques for challenging employees to succeed
- ✓ Discuss standards of performance that signal when an employee has succeeded

Module 4

Communicating a Model of Constructive Feedback

Emotional intelligence is fundamental to building strong, professional relationships and implementing coaching techniques that motivate others to change.

- ✓ Discuss how to control thoughts and emotions to maximize the benefits of constructive feedback
- ✓ Identify coaching templates that facilitate giving constructive feedback
- ✓ Choose a feedback model that most closely fits your coaching style

Module 5

Constructing an Employee Development Plan

Gather techniques for grasping the role of formal plans in continual employee development.

- ✓ Recognize employee and manager roles in Employee Development Plans (EDP)

- ✓ Identify the components of an EDP
- ✓ Complete an EDP based on the scenario and worksheet provided in this module

Module 6

Planning for Career Development

Follow a 4-step process to create a career development plan that you can implement with your employees.

- ✓ Outline questions to ask when helping to plan a career
- ✓ Discuss opportunities for employees to fill their skill gaps
- ✓ Identify ideas for career enrichment activities



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