

# Performance and HR Management For Managers

Inter-Departmental Development  
3 Day Workshop










## Training Workshop – Module Overview

Innesskirk's "Performance And HR Management For Managers" will provide an excellent overview of and skill development of the most common Human Resources roles, practices and tools managers need to use in virtually every business. Managers will be introduced to techniques and skills necessary to properly manage and influence their employees.

Delegates will be able to work closely with their HR department drive individual and team performance. Include methods to recruit the right person assist with developing relevant job-descriptions and career paths for their staff. Understand how to effectively evaluate and measure human performance, encourage further development and transform ineffective behavior and empower people to drive overall business performance.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

## Workshop Objectives – Delegates Will Be Able To...

-  Understand the role and value of the HR department
-  Apply interviewing techniques to select the right people
-  Create talent development plans and career paths
-  Empower staff and drive performance through coaching
-  Develop positive performance appraisal systems
-  Understand the value of innovative rewarding systems
-  Provide constructive feedback to improve
-  Use performance counseling and disciplinary procedures
-  Understand the value of job descriptions and personal specifications as part of recruitment

## Post Workshop – IMPACT™ Program

**IMPACT™** Project – Delegates identify a work-related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

**IMPACT™** Coaching – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™** Project. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

## Workshop Agenda – Day One

### WELCOME

#### Introduction And Course Objectives

Introduction of course, course material and course methodology and pedagogy. Instructor led introduction of delegates through icebreaker activity.

#### The Human Resources Management Function

The segment looks at the main functions of the HRM department, including Recruitment, Selection, Performance Management, Compensation, Human Development, Talent Management and Planning. Delegates gain a quick introduction of each function and an overview of the tools and techniques used as part of each of these functions and the role of department managers in each of these functions.

#### Interviewing And Selecting The Right People

Delegates learn the value of accurate job descriptions and personal specifications as part of the interview and selection process. Included in the review are: interview essentials; questioning skills; objectively evaluating prospective employees; methods to prepare, conduct and complete a professional recruitment interview; along with samples of forms used before during and after the interview.

### LUNCH

#### Becoming Part Of The Team

Discussions include the value of an effective orientation, developing a positive achievement culture, essential induction components, integrating new people into established teams, and team development essentials.

#### Setting Expectation

This section introduces management performance systems, appraisals, positive feedback interviews, both formal and informal, the value of positive feedback, essential elements of constructive feedback and common mistakes during feedback discussions.

### CLOSING

Review the main points of interest of the day, identify possible work-projects, and preview day two.



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## Workshop Agenda – Day Two

### WELCOME

#### Developing Employees

Delegates discuss the value and benefits of learning, for the individual and the organization. Initiatives to offer continuous opportunities to learn are essentials in retaining valuable staff. Training, coaching and mentoring, analyzing training needs, creating programs which produce higher performance and better business results are all covered. Delegates will review different methods to enhance departmental integration and job satisfaction, including elements such as employee empowerment, career planning, talent development and succession planning.

#### Performance Counseling Interviews

Learn to recognize poor performance and effectively counsel poor performing employees. Practical case studies encompass the counseling interview, the role of the HR department, and the value of trust and confidentiality.

### LUNCH

#### Common Disciplinary Procedures And Labor Law Principles

Learn constructive discipline of employees, approaches to conflict resolution to increase performance and when it may be appropriate to escalate to HR. Discussions include the consequences of inappropriate behavior, standard professional procedures to deal with continuing poor performance, how and when to dismiss staff, and the effect of poor performing individuals on team performance.

### CLOSING

Review the main points of interest of the day, identify possible work-projects, and preview day three.

## Workshop Agenda – Day Three

### WELCOME

#### Employee Engagement

The key to engaging and empowering employees. What to do and what not to do, introducing the R.E.S.P.E.C.T. Model. Each of the elements is discussed in detail and delegates will analyze their own organizations on each element.

#### Performance Management Requirements

Most performance managements system becomes a bureaucratic nightmare for managers. How to use a Performance management system that delivers results and create a cooperative atmosphere in the organization

#### Becoming The Perfect Manager

Understanding what is required from a perfect manager to deliver results and earn respect from the staff.

### LUNCH

#### Developing A Constructive Culture

Organizational culture change is not easy. Aggressive defensive and passive defensive cultures are the norm and deliver only limited results. This section shows how to create a constructive culture which encourages people to achieve targets and develop themselves. A range of tools and systems are introduced to measure, and benchmark culture, which will allow organization to gauge progress and effect of intervention programs.

#### Identification Of IMPACT™ Project

**IMPACT™** Project – Delegates identify a work-related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

### CLOSING

Review the main points of interest for the course, deliver course administration like evaluation, action plan, certificates.



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