

# SKILLS PROGRAM



BCONSULT



**SKILLS PROGRAM**

**PERFORMANCE MANAGEMENT**

**US: 13912 / 252034**

**ACCREDITED  
TRAINING**

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# PERFORMANCE MANAGEMENT

## Course Purpose

Performance management is the process of a company ensuring that their goals as an organisation are met effectively and efficiently.

The purpose of this unit standard is to ensure that managers and junior managers of small firms, centers, or departments can manage team performance. This standard unit is intended at assisting candidates to implement strategies to deal with potential conflict in a group setting.

## At the completion of the unit standard, a qualifying candidate can:

- Understand themselves as a worker in a specific position.
- Identify own role in an organisation.
- Understand the dynamics within a specific group.
- Using a variety of strategies to deal with potential conflict in a team or group.
- Develop a plan of action to enhance team performance.

## Duration

1-2 Days

## Training Outcomes:

- Demonstrate knowledge and understanding of self as a worker in a specific work position
- Identify their strengths and weaknesses self-reflection and feedback.
- Plan a personal development to strengthen own performance to becoming a role model for a team or group.
- Identify their role in an organisation
- Interpret the organogram of an organisation and indicate the learner's place in the organisation.

# PERFORMANCE MANAGEMENT

- Expound on the organisations expectations of a person, while the learner's performance is monitored and measured.
- Explore the values and attitudes of a particular organisation with reference to the organisation's code of ethics or conduct.
- Indicate the effect of the code of conduct on decisions a team leader may make.
- Use a variety of strategies to deal with potential conflict in a team or group
- Identify conflicts that could arise in a team as well as strategies to deal with issues demonstrated in role-play situations.
- Strategise and explore a positive working environment in a team.
- Identify situations that hamper efficiency in a group and suggestions to improve situations.
- Identify support systems available to the team and indicate the learner's support system.
- Demonstrate knowledge and understanding of the dynamic within a specific group.
- Identify the strengths and weaknesses of a team based on reflection and performance.
- Identify the strengths and weaknesses of individuals within a team to decide on an appropriate management strategy.
- Identify and plan situations that are a cause of concern or dissent in a team to minimise negative effect.
- Develop positive situations in team to maximise the effect on the team's performance.
- Develop a plan of action to enhance the performance of a team
- Improve goals appropriate to the team are set in order to improve performance within a specific organisation.
- Develop a plan of action as a means of achieving group or team goals.
- Understand the importance of a consultation, joint decision-making in a team and goal-setting.
- Monitor progress in team goals and how to amend plan.



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