



# **Maximizing Your Employee ROI: A Performance Management Instruction Manual**

**9011; 3 days, Instructor-led**

## **Workshop Description**

From the C-suite to the factory floor, from the highest achieving and most engaging team member to the very challenging and low-performing individual, every organization has an investment in each and every one of their employees. The success of the business at all levels depends on the performance of each person. Companies and teams often struggle with finding an effective way to manage a diverse group of employees across a broad spectrum of locations, issues, and objectives. Organizations consistently at the top of their fields have discovered ways to maximize the return of their investment in all employees.

Understanding how to motivate and focus employees on key goals and objectives is a critical skill set; implementing and managing an effective process to capitalize on the employee investment is a necessary component of today's top performing organizations. A winning strategy for performance management includes methods for improving the ROI on all employees. The Managing Your Employee ROI workshop builds on some very simple and common sense principles and tactics that every business, manager, and supervisor can deploy to help keep all their employees performing at or above expectations.

## **Target Participant**

This workshop is for all professionals whose roles include management or supervision of others. The basics of this workshop can also be applied to managing resources outside the organization, such as service suppliers and vendors.

## **Workshop Expectations**

To maximize both learning and the assimilation of the workshop principles, some course pre-work is required. Each participant will be required to share a 5-7 minute presentation with the group; the topic of the presentation is the situation involved in managing the performance of a challenging or lowperforming (anonymous) employee/team member. Time will be provided during the workshop to begin development of a plan to address improving performance in the near future.

## **Workshop Outline**

### **Module 1: Getting Started**

- Welcome and Introductions
- Agenda review

### **Module 2: The Enigma of Managing**

- Process and Rules
- Participant presentations
- Group review and discussion

### **Module 3: Starting Points**

- Performance Management, not Performance Appraisal
- Each employee is unique (just like everyone else)
- The role of the manager/supervisor
- What employees value
- Setting individual work plans

### **Module 4: Roles & Responsibilities**

- R&R – Manager/Supervisor
- R&R – Employee
- R&R – Manager of Manager/Supervisor

### **Module 5: Linking Performance to Strategy**

- Linking to the top
- Defining the “value” of the individual
- Being smart about objectives
- How the work plan works over time

### **Module 6: Addressing the Range of Performance**

- The highs, the lows, and everyone in between
- How does the process/conversation change?
- Practical application of a single tool

### **Module 7: Avoiding Review-time Surprises**

- Surprises can be destructive
- Day-to-day, week-to-week
- Review time preparation and practices
- THE conversation

## **Module 8: Impact on Compensation**

- When – and why?
- Knowledge trumps discovery
- Celebrating accomplishment, dealing with disappointment

## **Module 9: Simple Steps for Success**

- Building a solution
- Testing the conversation
- Organizing accountability

## **Module 10: After Effects**

- Why consistency is critical
- Performance Mismanagement: A cost/benefit analysis
- Planning the next conversation
- Maintaining and accelerating progress