



Online Programs

PERFORMANCE MANAGEMENT

*Empowering Managers,
Inspiring Teams*

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REDEFINE PERFORMANCE MANAGEMENT WITH TOOLS, TECHNIQUES, AND STRATEGIES TO LEAD WITH IMPACT

Unlock the secrets of exceptional performance management with our comprehensive online course. From creating a positive work environment to leading hybrid teams and managing top performers, this program equips you with the essential skills to inspire, engage, and empower employees at every level.

Organized into three impactful tracks - **Creating a Positive Work Environment, Leading in Difficult Situations, and Managing Employee Performance** - this course delivers a holistic approach to building thriving teams and achieving organizational success.



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PERFORMANCE MANAGEMENT

1. CREATING A POSITIVE WORK ENVIRONMENT

Managing for Cross-functionality

Working on a team with employees from different departments can be a huge challenge. These types of teams often consist of people with different talents, goals, and communication styles. This is why effective cross-functional management is so important. This involves managing teams in a way that bridges the functional silos that constrain your organization. Managing for cross-functionality also means using team leadership skills to support collaboration and teamwork between different departments. This course defines organizational cross-functionality and its benefits. It helps you develop techniques to support a cross-functional strategy throughout your organization. And it shows you how different types of knowledge management systems can play a role in implementing that strategy.

Managing Your Company's Talent

Some of the core responsibilities for a HR manager are recruiting, hiring, developing, and retaining talent that will drive an organization's performance. For many prospective recruits, their ideal company is one that values and develops employees. To meet these goals and desires, you'll need an effective talent management plan. In this course, you'll learn why acquiring talent and effectively managing it is so important to an organization's success. You'll discover how to create a strategy that not only develops talent in your company, but that also retains it in the long term. You'll also learn about the key activities associated with talent management and the roles played by managers in implementing a talent management strategy.





PERFORMANCE MANAGEMENT

1. CREATING A POSITIVE WORK ENVIRONMENT

Being a Fair and Caring Manager

As a manager, you will wear many different hats as you deal with a variety of people. Because you will encounter many personalities, emotions, and practices, it's important to learn how to be fair and caring when managing others. In this course, you will explore the many facets of treating others with fairness, including how to apply standards fairly. You'll also learn how to demonstrate fairness in your communication, decision making, and personal skills such as listening, sharing, and showing concern to your direct reports.

Managing Multigenerational Employees

Many influences have shaped the lives and work experiences of various generations, namely the Baby Boomer, Gen X, Millennial (or Gen Y), and Gen Z generations. Because each generation has its own distinct attitudes, priorities, needs, and work habits, managers can get the best from a multigenerational workforce by using strategies that recognize the differences. In this course, you'll learn about the best practices and successful techniques for managing these multigenerational employees in the workplace. You'll also explore methods for overcoming multigeneration challenges such as ageism and stereotypes to ensure that all employees feel respected and can make a positive contribution to your organization.

Positive Atmosphere: Establishing a Positive Work Environment

A positive workplace is paramount to your organization's long-term success. As a manager, you play a key role in establishing a positive work culture, and noticing when negativity takes the place of positivity. As a leader, you can foster a positive work environment by communicating honestly, respecting, supporting, and engaging others, and maintaining a good attitude. This course will introduce you to best practices for creating a positive work environment. You'll learn the benefits of establishing a positive and engaged workforce, its characteristics, and concrete steps to create one. You'll also explore how to recognize the signs and impacts of negativity, and how to take corrective action if necessary to engage employees.

Promoting a Positive Work Environment

A positive workplace culture creates happy and satisfied employees. This in turn helps meet organizational goals. While it is important to create positivity in the workplace, it is equally important to address negativity to avoid decreased work performance. In this course, you'll learn to recognize the impacts of a positive workplace and identify negative indicators in a work environment. You'll also explore the organizational strategies that promote positive employee engagement and learn techniques to interact personally with employees in ways that foster a positive work environment.



PERFORMANCE MANAGEMENT

2. LEADING IN DIFFICULT SITUATIONS

Facing the Management Challenges of Difficult Behavior and Diverse Teams

As a manager, it can be daunting to find yourself in charge of a diverse group, comprised of different age ranges, backgrounds, and experiences. It's inevitable that you'll encounter difficulties. Effectively handling conflict, whether it's team conflict or difficult employee behavior, is essential to productivity and requires developing conflict management skills. This course covers useful techniques and processes for conflict resolution. You'll learn methods for resolving conflict when dealing with an employee's difficult behavior. You'll also learn ways of effectively managing team conflict and understanding and dealing with conflict in the workplace as a whole

Making Difficult Conversations Meaningful

Difficult conversations can be stressful, evoking strong negative emotions, even becoming unpredictable or unsafe as tensions rise. Handled the wrong way, they can damage your work relationships and leave you feeling unsure of yourself. The extent to which you view situations as potentially easy or difficult depends on being aware of, and managing, your emotions. Change your mindset to believing you have the skills to engage in a healthy conversation and you will be able to listen with empathy and communicate even difficult news with tact and diplomacy. In this course, you'll learn steps to prepare yourself for handling difficult conversations. You'll also learn the key elements of being aware of your emotions before a conversation goes out of control as well as strategies that will help you effectively tackle difficult conversations in almost any situation. Finally, you'll learn techniques to end difficult conversations on a positive note.

Leading in a Hybrid Workplace

In this course, you'll learn about becoming a human-centered manager who can build a sense of community in a group of individuals separated by space and time. You'll see how inequities can arise in hybrid teams, and how to avoid them. You'll learn tools and techniques for improving collaboration among physically separated workers. Finally, you'll explore strategies for maintaining high productivity and performance on hybrid teams.



PERFORMANCE MANAGEMENT

3. MANAGING EMPLOYEE PERFORMANCE

Keeping Top Performers Challenged

Top performers expect a lot from themselves. Managing performance in these highly driven people is essential because top performers are such valuable assets to a company. Managers and leaders must keep them engaged and challenged or else lose them to new challenges elsewhere. In this course, you'll learn how to identify your top performers. You'll also learn how to keep engaging and challenging them by providing the right environment, leadership, and communication.

Planning an Effective Performance Appraisal

Few tasks make managers more uncomfortable than conducting performance appraisals – especially when an employee has a performance problem. It doesn't have to be this way. Difficult conversations, and even terminations, can often be avoided with some effective planning to establish goals, competencies, and performance requirements. Appraisals assist with managing performance, as they encourage employees to perform their jobs well because they're addressing the highest priority responsibilities and operating in a way that the organization expects. Managing performance in top performers, who are particularly valuable to the company, requires challenging and engaging them so they don't terminate their contracts to go look for challenges elsewhere. In this course, you'll learn about developing an employee performance plan and monitoring ongoing performance so there are no unhappy surprises at performance review time.

Creating a Plan for Performance Management

Do you know if your team's goals are consistently being met or if employees are always performing at their peak? Do you dread difficult conversations when there's a performance problem that needs to be addressed? Effectively managing performance can help avoid termination of employees and boost productivity at all levels of your organization. Challenging and engaging top performers is key, as these high achievers are very valuable to the company and may terminate their contracts to seek challenges elsewhere. In this course, you'll learn about the factors involved in successful performance management. You'll explore the phases of the performance management process, critical success factors, and key performance indicators. Finally, you'll learn about identifying key job requirements when creating a role profile.

Detecting and Dealing with Performance Problems

When valuable top performers choose to terminate their contracts to take up more challenging positions elsewhere, it can be a consequence of poor performance management. Identifying a performance problem early and diagnosing it accurately is key to managing performance effectively. You've got to involve employees in what might be difficult conversations to discover actual root causes and come up with the best possible solutions. In this course, you'll learn how to detect, identify, and question problems in your workplace, determine the scope, frequency, and impact when they occur, and diagnose root causes – both external and internal – to help find the best solution and avoid a contract termination of a valuable employee.



PERFORMANCE MANAGEMENT

3. MANAGING EMPLOYEE PERFORMANCE

Managing Employee Development

Smart companies have learned that supporting continuous learning and self-development among employees reaps dividends in productivity and employee retention rates. As a manager, you're responsible for developing people, which includes developing talent in your direct reports. In this course, you'll learn about the benefits of developing employees and assessing how their development needs can be addressed through organizational learning. You'll then learn how to prepare for and conduct a development meeting that includes the necessary development plan characteristics and support for your employees.

Getting What You Expect from Your Delegate

Good delegation results depend on the right level of supervision. In this course, you'll learn how to supervise and motivate your delegates. You'll also learn how to respond when things go wrong and provide constructive criticism.

Taking Action to Empower Employees

This course will cover practical ways you can empower employees so they reach their full potential, boosting job satisfaction and organizational success.

Coaching Techniques That Inspire Coachees to Action

Successful businesses see the development of talent as an essential activity. This course identifies how coaching helps professional growth, how to develop relationships with coachees, assess their needs, and create goals to meet them.

Keeping Your Coachee Committed and Accountable

Productive coaching is essential to the professional development. In this course, you'll learn actions for gaining commitment from coachees, measuring their progress, and how to recognize when they're ready to move forward on their own.

Leveraging the Power of Performance Management

Many managers rely on annual performance reviews to assess their employees. This process can feel like a chore – and it's not always as effective as you'd like it to be. But an ongoing performance management system can offer a better way to monitor and improve employee performance. In this video, you'll discover the key concepts that will be covered in this course, including methods for implementing performance management through goal setting, monitoring, and coaching.



PERFORMANCE MANAGEMENT

3. MANAGING EMPLOYEE PERFORMANCE

Boosting Performance with the Employee Appraisal Process

In this course, you'll explore the significance of opening a dialogue through the appraisal process rather than having an annual one-way lane of feedback. You'll learn how the performance appraisal process can be optimized to benefit both employees and employers. You'll also discover how clear feedback affects performance and explore some of the best practices for recognizing and rewarding employees.

Engaging and Challenging Your Top Performers

Research shows that a top performer can be 400% more productive than an average performer. Such top-performing employees play a significant role in your organization's success and are critical to its future. Replacing them is not only hard, but also expensive. However, retaining such top performers is not easy; they are usually ambitious and are often sought after by other organizations. If they are not happy or engaged in your organization, they may easily find another job. In this course, you'll learn to identify the typical characteristics of such top performers. You will also learn what motivates them and what you can do to keep them engaged and challenged.

Measuring Outcomes and Using KPIs

In this course, you'll learn how managing performance can be aided by identifying a performance problem using performance measurement systems. You'll also learn how to work with a key performance indicator (KPI).

Leading by Motivating

Motivation drives people to take action. Without proper motivational leadership, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your team and your organization.

Influencing through Positive Leadership

This course provides you with an understanding of why motivating leadership strategies are important and offers practical techniques for encouraging team motivation.

Synchronize Goals to Optimize Your Team

In this course, you will learn how to synchronize organizational, team, and individual goals to maximize opportunities for success. You'll also explore how to get everyone on your team pulling in the same direction, reducing employee dissatisfaction and increasing productivity.



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3. MANAGING EMPLOYEE PERFORMANCE

Managing a Hybrid Team Successfully

In this course, you'll learn about common hybrid work models and discover the tools and structures that hybrid workers need. You'll also learn what strategies support a positive hybrid team culture, and what methods will help you evaluate hybrid teams effectively.

How Temporary Assignments Boost Innovation, powered by MIT SMR

The authors share details pertaining to the importance of knowledge transfer and the key considerations for implementing front-line mobility.

The Simple Way to Make Giving Feedback Easier, powered by MIT SMR

Giving constructive feedback is essential for being an effective manager and teammate but delivering it can be a challenge. In this course, the author shares the correct way to deliver negative feedback.

Unlock the Power of Purpose, powered by MIT SMR

In this course, the authors explain how the Purpose Strength Framework helps companies derive business value from a clear, consistent corporate purpose that drives collaboration, innovation, and growth.

Job, Career, or Purpose?, powered by MIT SMR

In this course, the authors explain how to leverage each employee's strength and align individual goals with organizational purpose. They also explain how managers can successfully lead different types of employees, including those who may never identify with their company's purpose.

Proven Tactics for Improving Teams' Psychological Safety, powered by MIT SMR

In this course, the authors explain the Experiment Design and the effectiveness of interventions in terms of increasing psychological safety in workplaces. They also provide some lessons from this experiment, which managers can apply in their own teams to drive behavioral change.



PERFORMANCE MANAGEMENT

3. MANAGING EMPLOYEE PERFORMANCE

Why Companies Should Help Employees Chart a Career Path, powered by MIT SMR

In this course, the authors explain how organizations can help each employee develop their career path and implement a coherent career development system that works at scale.

Five Ways to Make Your One-On-One Meetings More Effective, powered by MIT SMR

This course is designed to provide you with a comprehensive understanding of the importance of one-on-one meetings and how to structure them effectively.

AI Is Helping Companies Improve and Redefine Performance, powered by MIT SMR

The purpose of measuring performance has expanded beyond efficiency. It now also includes strategic optimization of different business functions and outcomes. With huge advancements in artificial intelligence (AI), the purpose and practice of measurement are expanding even further. Research shows that in the future, leadership teams will use KPIs not only to monitor enterprise success but also to redefine and propel it. This course explains the evolution of KPIs and the importance of smart KPIs for organizational success.

Trust Building through Effective Communication

Communication is most effective when you build and maintain the trust of the people you communicate with. In this course, you'll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience.

Delivering Feedback That Encourages Growth

The process of giving and receiving feedback is inevitable and indispensable in a work environment. When feedback is effective, it can foster a growth mind set in the workforce and contribute to organizational success. In this course, you will learn how to plan a feedback session and give feedback in a constructive manner. You will also learn about some proven models to construct the feedback objectively and effectively. Techniques for handling less-than-ideal reactions to feedback and overcoming potential anxiety will also be discussed to support performance improvement, employee motivation, and workplace relationships.



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3. MANAGING EMPLOYEE PERFORMANCE

Establishing Team Goals and Responsibilities, and Using Feedback Effectively

Everyone working on a team has particular strengths. To get teams to perform at their best, these strengths have to be recognized, reflected in the roles and responsibilities assigned to team members, and directed toward achieving suitable goals. In this course, you'll learn techniques for building and managing teams, including how to set effective team goals, identify roles, assess team members' competencies, and assign roles based on these competencies. You'll also learn how to give and receive feedback effectively to improve teamwork, so that it strengthens your team leadership and the collaboration between your team members.

Polishing Your Feedback Skills

In this course, you'll learn how to plan a feedback session and how to give feedback in a positive manner. You'll also learn techniques for handling bad reactions to feedback and your own nervousness, as well as how to give feedback to people at different organizational levels.





MASTER THE SKILLS THAT INSPIRE PERFORMANCE, DRIVE ENGAGEMENT, & BOOST ORGANIZATIONAL SUCCESS.

Performance management is more than just evaluating employee outcomes - it's about cultivating a culture of growth, engagement, and excellence. This online program is designed for forward-thinking managers ready to elevate their teams and organizations.

Covering a range of essential topics, from fostering a positive work environment to managing multigenerational teams and addressing difficult conversations, the program delivers actionable strategies to drive employee satisfaction and business success.

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