



Palomino Training Solutions
specialists in corporate training

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Performance Management Training (2 Days)

Course Overview

Fact: Performance of all employees has a major impact on individual and work group functioning which, in turn, impacts on overall organisational effectiveness.

It is important to understand yourself and the day-to-day choices you make that impact your accomplishments and interactions with others.

This workshop will help you acquire skills for improving confidence, team building, problem-solving and communication allowing you to achieve goals that will result in growth, change, and increased effectiveness.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

This is for supervisors who wish to better understand themselves and others through completing and interpreting personality typing, to develop their problem-solving and decision-making skills, and to explore performance management issues.

Course Outline

SECTION 1: Understanding Yourself

SECTION 2: Typology (AKA Personality Typing)

1. Typology History
2. Typology Introduction
3. Individual Assessment
4. Keywords
5. Teamwork

SECTION 3: Temperament and Leadership

1. Two Letter Temperaments
2. Temperamental Teams

SECTION 4: A Lighter Look

SECTION 5: Talking to Other Types

1. Types and Tips
2. Case Study

SECTION 6: The Situational Leadership Model

SECTION 7: Stages of Team Development



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SECTION 8: Building a Team

1. Hiring New Employees
2. Interview Questions
3. Standards
4. Learning Curve

SECTION 9: Managing Performance

1. Positive Feedback
2. Constructive Feedback
3. Accepting Criticism
4. Personality Type Review

SECTION 10: Problem-Solving & Decision-Making

1. Problem-Solving Basics
2. The Problem-Solving Process
3. Barriers to Solving Problems
4. Three Types of Decisions

SECTION 11: Performance Management

1. The Shared Management Model
2. Good Feedback
3. Preparing for Feedback

SECTION 12: Coaching

SECTION 13: Performance Documentation

SECTION 14: FAQs about Performance Appraisals

SECTION 15: Looking Ahead