

The ABCs of Performance Management

The engine which drives performance management is motivation. It is the key to unlocking productivity gains, sparking quality improvements, generating continuous profits, and insuring customer service. This leadership training package contains down to earth, practical techniques based on behavioral principles to extinguish problems or ignite topnotch performance.

It covers the tools, strategies and tactics management and supervisors need to get extraordinary performance from ordinary people by using the most powerful and effective theories to come out of the world of behavioral psychology.

Training Hours: 9

Number of Handouts: 70

Goals & Objectives

- How to identify what turns employees on and off about work
- Social rewards to recognize, praise, and commend superior performance.
- 5 tools to initiate and prompt desired actions.
- Crucial traps to dodge when applying negative reinforcement and punishment.
- Internal and external motivators which change behavior.
- The secrets of using modeling to set standards.
- Four sound, proven triggers that prime dynamite performance

Detailed Topic Outline

- ➔ Elements of Performance Management
- ➔ The ABCs of Motivation
- ➔ Triggers (Antecedents)
 - Prompts
 - Models
 - Goals
 - Feedback
- ➔ Reinforcement (Consequences)
 - Positive Reinforcement
 - Negative Reinforcement
 - Extinction
 - Escape/Avoidance