

Performance Management for Team Leaders

1. Overview

This programme is intended for managers in all economic sectors. These managers would typically be heads of department, section heads or divisional heads, who may have more than one team reporting to them.

2. Programme Outcomes

- Formulate performance standards for team members in a unit
- Establish systems for monitoring performance of team members
- Prepare for a performance review of a team member
- Conduct performance review interview

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0280

SAQA US:

252034

NQF Level:

5

Credits:

8

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. Alternatively, the learning material will be emailed to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(252034 US):** Monitor and evaluate team members against performance standards

4. Topics

Topic 1: Formulate performance standards for team members in a unit

- Performance standards to be achieved by team members are formulated in relation to the unit's goals, objectives and deliverables
- Performance standards are clear and concise and specify the activities to be performed and the standards to which they are to be performed
- Feedback from team members is incorporated into the performance standards to promote the buy-in of team members in a unit
- Performance standards are recorded and documented according to the entity's policies and procedures

Topic 2: Establish systems for monitoring performance

- A variety of performance monitoring systems are identified and reviewed for possible use in a unit
- The performance monitoring system selected is in line with the entity's policies and procedures for performance assessment
- The performance monitoring system is communicated to team members to promote buy-in
- The system for monitoring performance against standards is set up in accordance with the entity's policy and procedures

Topic 3: Prepare for a performance review of a team member

- The arrangements for the performance review are agreed with team member, including the time, place and nature of the review
- Preliminary assessment of performance against the agreed standards is conducted using monitoring systems
- Information gathered during the preliminary assessment is documented to be available for future reference
- Methods for giving constructive feedback are identified that make provision for reporting positive and negative findings
- Documents to be used during the review are prepared in accordance with the entity's policies and procedures

Topic 4: Conduct performance review interview

- The review is conducted in accordance with the arrangements previously agreed with the team member
- Feedback provided to the team member is relevant and fair and communicated in a constructive and supportive manner

We trust that the above is in order and look forward to hearing from you for Implementation

- Findings on positive and negative aspects of the member's performance are recorded accurately, fairly and honestly for report back and follow-up
- An action plan to address performance gaps and build on positive performance is agreed upon with the employee
- Agreed actions are documented and signed by both parties

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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