**Effective Employee Goal Setting, Performance Management and Performance Achievement**

An Infinite Miles Training Academy Programme



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Introduction

An essential and integral part of employee productivity is the end to end management of performance through effective goal setting and the enablement of the executors of corporate goals for performance achievement. The end point is the achievement of the desired result at the completion of the performance cycle.

In addition to ‘know-how’, the achievement of desired results is often a combination of people, process and resource issues. It involves the management of an ecosystem of organisational and individual complexities. The traditional understanding of the terms capacity, capability and competence can, therefore, take on fresh perspectives, depending on the performance management model an organisation adopts. Performance management has, therefore, been an evolving discussion.

Infinite Miles Training Academy runs the ‘**Effective Employee Goal Setting, Performance Management and Performance Achievement**’ programme for corporate organisations that wish to establish a good understanding of how to achieve desired results through the setting and alignment of goals to the corporate strategic intent, while at the same time, growing its people.

This document presents details of the programme.

Effective Employee Goal Setting, Performance Management and Performance Achievement.

**Programme Description**

This programme is designed to develop a very good understanding of how organisations can effectively cascade their strategic intent into simple, manageable goals, competently manage the process of goal delivery and ensure the achievement of desired results.

Participants will understand how goal setting can be done in alignment with organisation strategy. The discussion will address corporate goal setting, departmental / unit goals, team goals and individual goals.

Participants will also understand the performance management process, the complexities of people dynamics within a performance management system and how to simplify them.

The programme aims to establish a link between the organisational vision and the delivery of results through effective execution. It will, therefore, bring all programme contents together through a focus on performance achievement and the impact of results.

**Programme Structure**

The programme is structured along the following 4 pillars:

**The result-driven organisation**

**Learning Objectives**

At the end of the programme, participants will be able to:

* Cascade the big picture into the different components of the business;
* set goals that align with the overall corporate strategy;
* determine and prioritise value-adding tasks;
* breakdown goals into simple, manageable tasks;
* anticipate risks to goal achievement and put mitigants in place;
* monitor and evaluate the achievement of set goals;
* discuss the principles of effective employee performance management;
* structure and carry out productive periodic performance reviews;
* identify and leverage key performance drivers;
* hold difficult performance conversations;
* give effective performance feedback;
* manage people performance dynamics; and
* enable the achievement of targeted results.

**Target Audience**

* Senior Management
* Middle Management
* Team Leaders
* Supervisors
* HR business partners
* Line Managers

**Duration**

3 days.

Programme Outline

* Definitions.
* **The Strategic Intent**
	+ Understanding the purpose of business.
	+ Defining the organisational strategic intent.
	+ The role of a well-defined strategic intent in organisational productivity.
	+ Articulating the strategic intent into clear strategic objectives.
	+ The strategic pillars.
	+ The role of communication
	+ Aiming for organisational competence.
* **Goal Setting**
	+ Understanding goals and objectives.
	+ Defining the organisational goals.
	+ The ownership of goals.
	+ The performance contract.
	+ Cascading organisational goals into departmental / unit goals.
	+ Cascading departmental / unit / team goals into individual goals.
	+ Defining SMART goals.
	+ Goal setting metrics.
* **Performance Management**
	+ Understanding performance management.
	+ The performance management process.
	+ Performance management tools.
	+ Setting job related criteria.
	+ Performance monitoring and evaluation.
	+ Competency based evaluation.
	+ The rating scale.
	+ Performance calibration.
	+ Performance feedback.
	+ Documentation.
	+ Employee Development.
* **Performance Achievement**
	+ Enabling performance.
	+ The role of organisational values.
	+ Aligning organisational and individual aspirations.
	+ Competency development and management.
	+ Individual employee focused development.
	+ Evolving a well-rounded employee.
* **Conclusion**

**Delivery Method**

About Infinite Miles Limited (RC 880709)

Infinite Miles Limited is a company committed to the transformation of client organisations into institutions of immense value. We do this by leveraging the expertise of a team of highly knowledgeable professionals to provide high quality services to our clients in the following areas:

1. Training Academy
2. Consulting
3. Technology Development
4. Business to Business Industry Events

We want to put our ‘Training’ and ‘Consulting’ expertise at your service. Just let us know your area(s) of need and we will deliver a detailed proposal on how we can help you achieve your goal(s).

Training Academy

We provide both in-house and off-site professional training programmes to client institutions, making use of high quality subject matter experts. Our programmes are tailored to meet your institution’s needs in a way that will ensure imparted knowledge can be put to practice immediately. This is done without losing sight of global best practices, standards and quality.

A **non-exhaustive** list of the programmes we offer can be found on our website [www.infinitemiles.ng](http://www.infinitemiles.ng) . We also develop additional / customised programmes on demand.

Consulting

By immersing ourselves in your world, we are able to understand your requirements, objectively identify gaps that might exist, proffer solutions and help guide you towards the achievement of your strategic goals.

Infinite Miles Consulting can add value to your institution in the following areas:

* Customer Service and Experience
* Sales and Service Development, Alignment and Optimisation
* Customer Value Proposition Development
* Strategy Development
* Change Management
* Organisational Competence and Talent Development
* People Development
* Integral Development and Innovation

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