

# PERFORMANCE MANAGEMENT EXCELLENCE

## Optimising an individual's contribution to the enterprise with the on-line 'Janus Performance Management System' (JPMS)

*This two day program provides a wide ranging and highly concentrated learning experience, which draws on the extensive experience of the trainers as both designers and managers of the performance management process.*

*In addition to a thorough explanation of how to most effectively utilise the extremely powerful JPMS, participants will be given the opportunity to experience the tools and resources available on the dedicated JPMS website, including the highly innovative Janus on-line competency system. The course also offers a range of highly practical strategies that can be adopted to optimise the overall performance of both individuals and teams.*

*Presented in a highly interactive style, a range of instructional methods are utilised to engage the participants. These include lectures, self-assessments, group discussion, role plays and group exercises. Issues from the participant's own work environment are also incorporated into the training.*



**T**his highly practical two day certification program both thoroughly explains the Janus Performance Management System (JPMS) and assists individuals to effectively apply it within an organisation. In addition, managers and supervisors are provided with the skills required to apply the process at either a team or department level, or throughout the entire organisation.

**The program specifically focuses on:**

- **The philosophy of performance management, performance review and development processes**
- **Fundamental performance management and appraisal principles**
- **Creating a strong competency based performance system**
- **Creating a positive climate for performance management**
- **The need for clear goals and objectives from the beginning of the appraisal process**
- **The need for extensive performance preparation and planning (both by the manager and employee)**
- **The need for highly targeted, on-going coaching and feedback (and the skills necessary to do this well)**
- **Successfully handling poor or unacceptable performance when necessary**
- **Preparing for and conducting one-to-one performance appraisal interviews**
- **Managing the personal and career development planning process**
- **Utilising 360-feedback as part of the performance management process (individually and as part of team development)**
- **Understanding how modern performance management systems, when linked with development, impact on corporate culture and overall productivity**

**To book a place on our next public course:**

- Phone + 61 7 5593 4350 now to reserve your place
- To pay by credit card complete the booking form and card details on the back page of this brochure and fax it to 07 5593 4377 OR
- To pay by cheque complete the booking form and post it with a cheque to the address provided

# What is the Janus Performance Management System?



The Janus Performance Management System (JPMS) consists of two main parts. Firstly, there is an extensive support system available either in paper form or on-line and secondly, a highly flexible self, 180 or 360 degree assessment system.

The support system consists of a suite of materials designed to provide assistance to supervisors at every stage of the performance management process. The modules available are:

- Taking the performance initiative
- Goal/objective setting
- Giving and receiving feedback
- Coaching for excellence
- Conducting a performance update discussion
- Handling unacceptable performance
- The end of year appraisal discussion
- Individual career planning
- Performance action planning
- Competency development

One of the strongest aspects of the JPMS is its on-line survey process which can be customised for use within a team, department, division, location, or throughout the entire organisation. The survey questionnaire can be tailored to include anywhere between 3 and 10 competencies from an on-line library of 36.

It can then be taken as a self, 180 or full 360 degree assessment, creating a rich output report that can be utilised for developmental purposes for the individual or the manager (or ideally both).

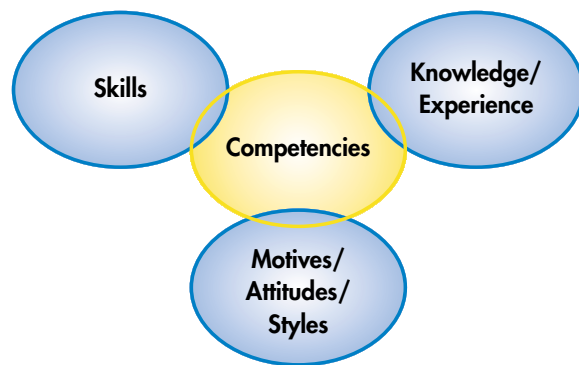
# PERFORMANCE MANA

## HOW CAN THE JANUS SYSTEM BE UTILISED?

The Janus Performance Management System (JPMS) has been designed for those organisations wanting to ensure that individuals and teams are focused and assisted to achieve both personal and enterprise wide goals and objectives.

It is the result of more than two years of research, planning and writing by a team of four authors who wanted to provide a comprehensive package of performance management material, resources (includes notes and coaching guides), forms and templates in the fashion of a best practice 'one stop shop'.

JPMS can help individuals, teams and entire organisations (irrespective of size) to set effective performance goals, build competency standards and conduct effective appraisals on an ongoing basis, using a step by step approach. In addition, Janus on-line can be utilised to manage the entire process, including the completion of competency based questionnaires (available in self, 180 or 360 degree format) via the internet. These questionnaires can be tailored for specific positions or 'sets' of similar positions and provide a rich output report that can form part of ongoing performance discussions.



JPMS is based on a core of thirty-six competencies that apply to varying degrees within all job roles. As many as 10 of these competencies can be selected for each job, providing a customised questionnaire for each position, on which the performance management process is based.



### THE PERFORMANCE EXCELLENCE PROGRAM

To effectively utilise the Janus Performance Management System requires training, in both the system itself and on the subject of performance management as a whole.

Therefore, a two day training course is offered at supervisory and management level, for those individuals most likely to be directly involved in the performance management process. The training consists of:

#### DAY 1

- Why good performance management matters
- Introduction to the Janus Performance Management System
- Taking the performance initiative – creating a positive experience for all concerned
- Setting performance goals and objectives – connecting teams and individuals to the organisation's goals
- Giving and receiving performance feedback – how to create and maintain open communication and trust
- Coaching for performance excellence – developing coaching and mentoring skills across the organisation

#### DAY 2

- Conducting regular performance update discussions and how to prepare
- Conducting an end of cycle performance appraisal – focusing on objectives and competency development
- Personal and career development planning
- Performance action planning
- Using the Janus on-line system to maximum advantage
- Summary and conclusions

### FREE WORKSHOP MATERIALS

Every participant who attends this course will receive a suite of training and support materials, valued at over \$350, FREE OF CHARGE. The package includes:

- 10 Janus performance resource workbooks
- The Janus competency library summary booklet
- A complete set of model appraisal process forms
- FREE access to the Janus online system for trial use

These materials can be used to train groups in the use of the Janus Performance Management System, or to coach individuals on a one-to-one basis. Future purchase of materials will also attract significant discounts.

#### Who is the workshop for?

This training is primarily designed for managers and supervisors who are looking to optimise their present performance management process and/or are interested in utilising a well researched and validated assessment system in their workplace to build long term individual and team performance effectiveness. Attendees may be from organisations of any size or type, within the public or private sectors. This course may also be of interest to those involved in functions such as human resource management, organisational development or training.

By the end of the course participants will be able to:

- Explain the purpose and specific goals of an effective performance management system
- Understand the structure and content of the JPMS system
- Successfully build organisational and functional goals into the current objectives of individuals
- Set up and participate successfully in open and collaborative on-going performance coaching and feedback sessions
- Effectively utilise the performance management process to develop individuals within the context of long-term business goals
- Utilise the on-line JPMS assessment system to streamline the entire process



**YES** I want to register for the Performance Management Excellence program. Enrol me today.

- ① Phone (+617) 5593 4350 NOW to reserve your place.
- ② Complete the Booking Form and attach your cheque (made payable to the Pacific Centre for Organisational Development).
- ③ Mail the Booking Form and cheque to: **Pacific Centre for Organisational Development, PO Box 652, Mudgeeraba, Gold Coast, Queensland 4213.**

## REGISTRATION DETAILS

**Fee:** \$1250 + \$125 GST = \$1375 which includes comprehensive documentation, free on-line feedback profiles, lunch and refreshments. A tax invoice will be issued and fees are payable in advance.

**\$125 discount:** When two or more delegates from your organisation register at the same time, the fees are \$1375 (incl. GST) for the first delegate and \$1250 (incl. GST) for each additional delegate.

**Save further with our in-house training:** We would be pleased to run a two-day Performance Management Excellence program for your staff anywhere in Australia or New Zealand. Simply phone one of our staff to discuss your specific needs on (+617) 5593 4350.

## CANCELLATIONS

If you are unable to attend, a substitute delegate is very welcome. We will make a full refund (less \$100 + GST administration fee per delegate) for cancellations received in writing (letter or fax) at least 14 days prior to the course start date. Alternatively you may choose a 100% credit note for the full value of the paid registration fee to apply towards a future course. For cancellations or postponements received in writing at least seven days prior to the course we will give you a 50% credit note for

a future course. Unfortunately, no refund can be made for cancellations or postponements received less than seven days prior to the program start date or for delegates who fail to attend the course. The Pacific Centre for Organisational Development reserves the right to change the program, venue and tutors without notice. In the event that a course is cancelled, the Pacific Centre for Organisational Development's liability is limited to the return of the course fees only. Credit notes are valid for 12 months.

## FUTURE DATES

Information about our training and certification workshop programs is available on our website [www.OD-centre.org](http://www.OD-centre.org). Click on the Training/Certification link or download our latest brochures.

## VENUE

The Pacific Centre for Organisational Development is based near Burleigh Heads on the Gold Coast. Situated a few hundred metres from the Pacific Highway and only 15 minutes by car from Coolangatta Airport (or an hour from Brisbane Airport), the centre is ideally placed for visitors and accreditation course attendees to not only gain valuable training, but also to experience the many attractions of the beautiful Gold Coast.

## BOOKING FORM: Performance Management Excellence (Please print clearly. Photocopy to register more than one delegate.)

First name: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Surname: Mr/Ms \_\_\_\_\_

Approving Manager (print): \_\_\_\_\_

Job title: \_\_\_\_\_

Their position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Method of payment:  Cheque  Credit Card

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Visa  Mastercard  Amex  Bankcard

Email: \_\_\_\_\_

Card No.

Postal address: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

\_\_\_\_\_

Name on card: \_\_\_\_\_

To confirm your registration, mail this Booking Form with your cheque, or for credit card payment fax it to (+617) 5593 4377.