



Learning Impact NG

# INSPECT WHAT YOU EXPECT

PERFORMANCE MANAGEMENT FOR MANAGERS

# Managing Employees Performance

One of the most important acts of leadership that Executives and Managers carry out each day is managing the performance of their colleagues and team members. As leaders, you must **INSPECT** what you **EXPECT** and put in place all the structures and processes to drive performance. You only achieve your strategic goals when performance happens, so managing performance is a leadership imperative.

## **The Performance Imperative**

In this opening module, we will begin by exploring the importance of performance management and the difference it makes to organizations. We will identify the factors that drive human and organizational performance and discuss some basic principles of performance.

## **Setting Performance Goals**

Executives and Managers need to learn how to set the right goals for their organizations and cascade these goals in a manner that **ALIGNS** the entire organization through its departments, units, teams and individuals. We will explore principles and models for achieving this.

## **Building Capacity for Sustaining Performance**

In module three we will focus on what it takes to sustain performance throughout the year through effective delegation, a commitment to employee learning and development and the use of performance improvement tools to diagnose and improve performance all-year round.

## **Performance Monitoring, Feedback, Appraisal**

Participants will focus on the principles and tools for monitoring and recording performance; giving professional feedback to their colleagues; appraising performance in an effective manner; and communicating information about performance.

## **Managing Poor Performance**

In the final module, we will work with participants to apply various principles and tools for managing poor performance to support the weakest links in their teams to transform their performance and ensure that a culture of performance is sustained in the organization.

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization's specific needs.



# About Learning Impact NG

## *Our Company*

Learning Impact NG is a leading provider of organizational learning, strategy consulting and financial literacy solutions in Nigeria. The company was incorporated on the 25<sup>th</sup> of June 2010 and was founded by Omagbitse Barrow, a youthful and dynamic Investment Banker, turned Human Resources and Learning professional who had spent a decade working at Investment Banking & Trust Company (IBTC) and later Stanbic IBTC Pension Managers and Stanbic IBTC Bank.

We have worked with some of the largest institutions across a variety of industries in Nigeria's private, public and non-profit sectors. In addition to traditional classroom training, we are at the forefront of the use of learning technology in Nigeria with our innovative Animated Educational Videos that we have deployed for several institutions; our 100% home-made Learning Management System with robust indigenous courseware; and our unique EPaper Vendor service and other Knowledge Management Services that we offer.



## *Our Methodology*

Based on our proprietary Learning Impact Model, our team of designers and facilitators at Learning Impact NG are focused on ensuring that the impact

of all our solutions is sustained beyond the "event" or "intervention". We pay attention to the following in all our intervention design and delivery:

- 1) Adult Learning Principles;
- 2) Human Performance Improvement;
- 3) The Learning Impact Model;
- 4) Programmatic Evaluation;
- 4) Experiential Design & Delivery;
- 5) Scalability and Impact.

We use case studies, role plays, reflective thinking, scenarios, in-baskets, individual and group activities, games and a host of other experiential learning and discovery-based tools to design and deliver our trainings.



## *Our People*

We have a strong internal academy led by Omagbitse Barrow, a prize-winning Chartered Accountant and critically acclaimed workplace learning professional and supported by Regina Makyur, a first-class graduate of Economics and a Doctoral candidate in Economics, and Anthony Oni, an experienced learning designer. We also tap into the expertise of a wide and very experienced external faculty for our programs, and our Faculty model is driven by a commitment on on-going learning and research, micro-learning and a strong commitment to publications and innovation.



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