

Title	Managing Performance in the Workplace
Level	Five
Credit Value	3
Guided Learning Hours (GLH)	8
OCN NI Unit Code	CBF476
Unit Reference No	J/618/8520

Unit purpose and aim(s): This unit will enable the learner to understand and be able to apply an organisation's performance management processes.

Learning Outcomes	Assessment Criteria
1. Understand how to build a high-performance staff team.	1.1. Research and evaluate approaches to building a high-performance staff team. 1.2. Explain how to set goals and objectives to inform team development plans.
2. Be able to research, plan, prepare and conduct an effective appraisal meeting.	2.1. Research examples of effective appraisal processes explaining how they contribute to performance management objectives. 2.2. Plan, prepare and conduct an effective appraisal meeting.
3. Be able to evaluate coaching models and give constructive feedback to staff.	3.1. Research and evaluate different coaching models. 3.2. Demonstrate how to give positive and constructive feedback in the management of staff including: a) using open and probing questioning b) using effective listening skills
4. Know how to motivate individuals and teams.	4.1. Research and evaluate approaches to motivate individuals and staff teams.

Assessment Guidance