



Performance Management Online Course

September 13, 20, 27, and October 4, 2022
Tuesdays 10 – 11:30 a.m. PST

Do you want to foster a culture of growth and accountability? Do you want to learn how to manage the performance of individuals and teams to meet organizational goals using clear communication around performance expectations and activities? As a local government leader or supervisor, this online course will provide you with the strategies you need to clearly articulate and address performance issues, foster and encourage stellar performance and growth to develop the strengths of both individuals and the team as a whole.

Performance Management is the continuous process of assessing, improving, and utilizing both team and individual employee performance to achieve strategic objectives. Performance Management is a key leadership competency that is an integral component of organizational success. In this course, learn how to set and communicate clear performance expectations utilizing the most appropriate and effective feedback methodology; evaluate, reward, and correct performance in a fair and consistent manner; and foster a culture of growth and accountability by understanding and managing performance barriers and motivators.

Course Format: Three x 90-minute live facilitated online webinars, one bonus live online sustainment session, and self-paced online activities and assignments. Participants attend the webinars with Q&As and an overview of the assignments; review additional resource documents; have five days to complete assignments for each session; submit assignments for review; and receive coaching and direct feedback.

Participants should plan for 1-2 hours of self-paced activities per Module.

This course includes coaching support from our roster of local government volunteer HR coaches who can assist participants with applying course learning to the local government context. Bonus sustainment session will review additional case scenarios, answer questions, and reflect on how to apply content.

September 6	Pre-work available on Moodle
September 13	Module 1 webinar and assignment
September 20	Module 2 webinar and assignments
September 27	Module 3 webinar and assignments
October 4	Bonus Sustainment Session

Final assignments to be completed by October 4.

Cost: \$590 LGMA member; \$675 Non-member + GST

Registration: [Register online](#) by **September 6, 2022**.
Information will be sent to registered participants before each webinar.

Cancellation Policy: No refunds will be provided after September 6, although substitutions within your organization are permitted.

Instructor: Robin Turnill, MHRM, CPHR, SHRM-SCP, Managing Consultant, People & Culture, PIVOT HR Services

Module 1: Effective Communication and Performance Enhancement Strategies

Through self-paced and interactive webinar activities, participants will explore the following competencies:

- Know how to deliver regular and relevant feedback to employees
- Understand how to set and communicate clear performance expectations
- Be able to identify and utilize appropriate feedback methods – both formal and informal
- Understand how to manage difficult performance related conversations

Module 2: Performance Evaluation and Developing Employees

Through self-paced and interactive webinar activities, participants will explore the following competencies:

- Know how to evaluate, reward and correct performance in a fair and consistent manner
- Learn how to differentiate between skills gaps versus performance issues
- Understand how to develop employee skills and address gaps
- Know how to create a development plan
- Understand when, why and how to use coaching strategies in managing performance
- Recognize strategies to celebrate individual and team accomplishments

Module 3: Fostering a Culture of Inclusion and Engagement in your Workplace

Through self-paced and interactive webinar activities, participants will explore the following competencies:

- Be able to develop strengths for both individuals and teams
- Know how to support effective goal setting
- Understand what constitutes diversity, inclusion, and equity in the workplace
- Determine strategies that can promote more inclusion in performance management
- Identify and utilize strategies to promote employee engagement and a positive workplace culture
- Know how to apply and model principles of self-care in the workplace

INSTRUCTOR

Robin Turnill, MHRM, CPHR, SHRM-SCP

Managing Consultant, People & Culture, PIVOT HR Services

Robin has over 20 years of performance management experience as an internal HR leader, Managing Consultant, People & Culture, and as an external HR consultant. She worked for a decade with Kwantlen Polytechnic University teaching in their BBA Human Resources Management program, where one of the areas she taught was performance management. Through Kwantlen Polytechnic University, Robin utilized Moodle for her course management and instruction. She is highly skilled in delivering adult education and understands methods and techniques best suited to engage learners in various learning environments. Robin has received strong performance ratings from students, peers, and the Dean alike for her engaging and collaborative teaching style.

Robin has a Masters' Degree in Human Resources Management from York University, holds her Chartered Professional in Human Resources designation in Canada and is a SHRM Senior Certified Professional in the United States. She has a Diversity and Inclusion certification from Cornell University and is a trained professional Coach through the industry leading Co-Active Training Institute.