



AGILITY PEOPLE SERVICES: (AGILITY)

COURSE TITLE:

Manage People & Performance through KPI's and Benchmarks

Level and hours:

Level 2

Hours: Flexible training of up to 13 training hours with guided hours

2 x 2.30 hours = 5 hours training sessions in the training room

2 x 2.30 hours = 5-8 guided hours for exercises

Who is this course for:

These courses are for those employed or wanting to work in Team Leading, Managing, or those stating to manage people at work. They are for those who want to develop their skills and build their knowledge in Management. Management career pathway may include areas of employees who working in offices, sales, or customer service, business administration, retail, accounts, finance or manufacturing. This is not a mandatory training for all businesses; however, for those wanting or working in management employers will judge their employee's performances, their progression in the workplace and their sustainability to keep their job by these skills.

Course Details

Course will include

Managers will begin the training course by building up their knowledge through small steps and an easy approach to reach their destination of KPI's, assessments, Performance Indicators, Benchmarks, and reward markers. Training and assessment will continue in steps to test acquisition through verbal socratic questions and answers. Then training and assessment will be built on to written questions and answers, roleplay step-in, step out and step back roleplay, self-assessment, and peer assessment. Finally, they will build their skills into creativity building questionnaires for managing people and performances through KPI's, Performance Indicators and Benchmarks.

1. To recognise a Key Performance Indicators (KPI's)
2. To recognise KPI assessments
3. To identify how you manage yourself
4. To identify benchmarks for KPI's
5. To identify Performance Indicators
6. Reward for markers, participation and success
7. Link to level, completions, CPD hours, qualification and certificates

Assignment/exercise to be completed

Assessment Methods

Questions and Answers

Learners will be assessed through various methods building up of small steps to reach their destination to more harder tests at the end of the course from verbal socratic questions and answers, written questions and answers, roleplay step-in, step out and step back roleplay, self-assessment, peer assessment, multiple choice questions and answers test, and creativity building questionnaires for performances.

Outcome of Learning:

Agility's aim and objectives outcomes for learners are to develop the whole person of knowledge, skills, attitudes and values. We aim to develop the learner's cognitive skills and knowledge of performing/reporting well at work and develop social skills and work skills of performance skills, acceptable behaviour at work, social values, self-understanding, managing emotions, and upholding values. Agility aims to do this through a range of training methods and resources to help the learners develop their cognitive skills, creative skills and intuitive skills.

Other course available in Manage People

Leadership and Management Styles, Models and Theory

Motivating employees and self

Performance Management

Employee Influences

Decision Making

4 areas of Emotional Learning

Leading and Managing Change

Strategy - Vision and Mission

Quality

- Benchmark, Competitive Edge, Benefits & Features

Working on Projects

Working with Stakeholders

Understanding the workplace

Effective Communication

Presentation skills

Managing People

Problems, conflict and complaints

Recruitment