

# Performance Measurement

## Workshop Outline

### Head Office

Suite 110, 1 Centennial Drive  
Campbelltown NSW 2560

02 8310 8328

### Queensland Office

Building 6, 2404 Logan Road  
Eight Mile Plains QLD 4113

07 3440 5178

## Description

Performance measurements are generally defined as regular measurement of outcomes and results, which generates reliable, effectiveness and efficiency programs.

## Workshop Outline

Efficiency Works identifies "Performance Measurement" cannot occur unless the organisation and employees, provide feedback through open communication which are aligned to the employee and organisations goals.

The workshop will assist you in quantifying areas of improvement and development of key areas for ongoing business performance through Performance Measurement.

## Performance management process steps

Throughout the workshop Efficiency Works will take you through the (4) four critical steps of performance management:

- 📌 Planning,
- 📌 coaching,
- 📌 reviewing and
- 📌 rewarding.

Each step is equally important, and together form the backbone of a company's performance management process.

## Workshop Duration

The workshop is conducted over 1 day and comprises of interactive discussion on the elements of the customer's needs.

## Pre-Workshop learning

- 📌 Nil

## Achievement

The achievements of attending the performance Management workshop will deliver the following outcomes for the organisation and the participants.

## What is in it for your business?

- 📌 Improved / Opened Communication
- 📌 Achievable Goals for the organisation and employee's
- 📌 Improvements to business processes
- 📌 Improved business environment for your people
- 📌 Open engagement from your staff
- 📌 Promote with-in the business

## What is in it for your people

- 📌 Better skills and training
- 📌 Improved understanding of continuous improvement techniques
- 📌 Opportunity to realise their full potential
- 📌 Improved work / life balance

## Who Should Attend?

The learnings are relevant and applicable to all types of organisations and to all levels of leadership and management.

### For example, the workshop is suitable for:

- 📌 Operations Managers.
- 📌 Supply Chain Managers.
- 📌 Production / Service delivery planning manager.
- 📌 Customer Service / Sales Managers; and
- 📌 Team Leaders / Shift Leaders
- 📌 Acting Team Leaders

## Workshop Facilitation and Training

Efficiency Works engage with professional facilitators that can deliver coaching, certified / non-certified training programs, team building, change management and leadership development services throughout all forms of business from the executive leadership team, senior managers, coordinators / team leaders and employees including contractors and volunteers where appropriate. Efficiency Works facilitators have a vast range of expertise from industry knowledge, practical application to formal qualifications with-in Training and Assessing.

Efficiency Works facilitators utilise a collaborative approach that quickly engages with participants, challenges thinking, transfers knowledge and builds skills. The facilitator utilises a combination of theory, learning exercises, visual aids, and group discussion to ensure that participants are fully engaged throughout the workshops and training programs.

## Benefits

The benefits of attending the Performance Management workshop will deliver the following outcomes for the organisation and the participants.

### What is in it for your business?

- 📌 Improved / Opened Communication
- 📌 Achievable Goals for the organisation and employee's
- 📌 Improvements to business processes
- 📌 Improved business environment for your people
- 📌 Open engagement from your staff
- 📌 Promote with-in the business

### What is in it for your people?

- 📌 Better skills and training
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## Frequently Asked Questions

### WHAT ACCREDITATION OR RECOGNITION DOES THIS PROGRAM HAVE?

This is a non-accredited program.

### DOES THIS PROGRAM HAVE ANY ASSESSMENTS REQUIREMENTS?

As a non-accredited program this course has no assessment requirements. The course contains several activities designed to reinforce the key skills and knowledge outcomes.

### WHO IS MY TRAINER FOR MY PROGRAM?

All trainers and assessors have extensive and current industry experience and qualifications that meet the national requirements for VET trainers.

### WHO DO I CONTACT IN CASE OF ANY QUERY REGARDING MY PROGRAM?

For any program related queries, please email customer support at [admin@efficiencyworks.com.au](mailto:admin@efficiencyworks.com.au)