



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Employee Performance Enhancement Strategies

Law, Military Science and Security / Safety in Society

Unit Standard 255994 · NQF Level 6 · 9 Credits · 6 Days

COURSE OVERVIEW

This course equips managers and team leaders with practical strategies to enhance employee performance through goal setting, feedback, coaching, and performance management. Participants will learn to identify performance gaps, implement improvement plans, and foster a culture of continuous development.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	255994
Accreditation	SAQA Accredited · NQF Level 6 · 9 Credits
Duration	6 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply performance enhancement models to identify and address performance gaps
- Analyze employee performance data to determine root causes of underperformance
- Design individualized performance improvement plans aligned with organizational goals
- Implement coaching and feedback techniques to motivate and develop employees
- Evaluate the effectiveness of performance enhancement strategies using defined metrics
- Demonstrate ethical and fair practices in managing employee performance

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, and managers who are responsible for managing the performance of individuals or teams in a corporate or organizational setting.

COURSE OUTLINE

Day 1: Foundations of Performance Enhancement

- Introduction to performance enhancement and its importance.
- Key principles: goal setting, feedback, and continuous improvement.
- Factors affecting performance: individual, team, and organizational.
- Overview of performance management systems.
- Legal and ethical considerations: Labour Relations Act, Employment Equity Act, and Batho Pele principles.
- The performance cycle: planning, monitoring, reviewing, and rewarding.
- Case study: Performance challenges in a South African workplace.

Day 2: Setting Performance Goals and Standards

- SMART goals: Specific, Measurable, Achievable, Relevant, Time-bound.
- Cascading goals from organizational to individual level.
- Performance standards: quality, quantity, timeliness, and cost.
- Developing KPIs and performance targets.
- Performance contracting and agreement processes.
- Competency frameworks and behavioral indicators.
- Activity: Drafting performance goals for a sample role.
- Common pitfalls in goal setting and how to avoid them.

Day 3: Coaching and Feedback for Performance Improvement

- The difference between coaching, mentoring, and managing.
- Principles of effective feedback: timely, specific, and behavior-focused.
- The GROW model: Goal, Reality, Options, Will.
- Active listening and powerful questioning techniques.
- Handling difficult conversations and resistance.
- Building trust and psychological safety.
- Role-play: Conducting a coaching session.
- Self-reflection and feedback culture.

Day 4: Performance Appraisal and Review Methods

- Appraisal methods: rating scales, BARS, MBO, 360-degree feedback.
- Designing appraisal forms and criteria.
- Conducting review meetings: preparation, structure, and follow-up.
- Common rater errors: halo effect, leniency, central tendency.
- Calibration sessions to ensure consistency.
- Linking performance to training, career development, and remuneration.
- Legal aspects of performance appraisal.
- Activity: Mock performance review based on a case scenario.

Day 5: Developing Performance Improvement Plans (PIPs)

- Diagnosing performance problems: skill vs. will issues.
- Steps in creating a PIP: define gap, set objectives, provide support, timeline.
- SMART objectives for improvement.
- Support strategies: training, mentoring, resources, adjustments.
- Monitoring and reviewing PIP progress.
- Documentation and record-keeping for legal compliance.

- Managing the emotional impact on employees.
- Case study: Turning around a struggling employee.

Day 6: Sustaining High Performance and Integration

- Motivation theories: Herzberg, Vroom, and goal-setting.
- Recognition and reward systems.
- Career development and succession planning.
- Building a culture of continuous feedback and learning.
- Measuring ROI of performance enhancement programs.
- Change management for performance initiatives.
- Overcoming barriers to implementation.
- Action planning: Applying learning to the workplace.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **9 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,600.00	R 36,600.00
1	On-Campus (Pretoria)	R 42,200.00	R 42,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	18 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	18 Aug 2026	On-Campus	Mauritius
12 Aug 2026	19 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	20 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	24 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	25 Aug 2026	On-Campus	Shenzhen, China

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 255994) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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