

## Managing Performance – 1 Day (MP1)

**COURSE NUMBER**    **FAA01268**

For information about this course, contact:  
 FAA Program Manager: Shepherd Curl  
 (386) 446-7132

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### DESCRIPTION AND LEARNING STRATEGY

This one-day workshop provides an overview of the essential skills for managing individual performance on a daily basis through the FAA's Performance Management System. The skills include conveying the organization's goals and their relationship to the individual's goals, collaboratively setting expectations, documenting performance, giving feedback, writing and communicating performance summaries.

### OBJECTIVES

- Explain the importance of the FAA's Performance Management System and its relationship to other processes.
- Identify and communicate the relationship between organizational goals and the performance expectations of individuals in the organization.
- Describe the components of the Performance Management System and the importance of each.
- Identify the elements of effective performance expectations.
- Describe the roles and responsibilities of both the manager and the employee in component of the system, to include methods to facilitate the training of the employees.
- Demonstrate the skills necessary to effectively manage performance.
- Utilize the Job Aids for each component in the system.

### KEY COMPETENCIES

- Accountability and Measurement
- Communication
- Developing Talent
- Managing Organizational Performance

This course is designed for FAA employees. It can be customized for non-FAA organizations through a **fee-for-service** partnership. Call **(386) 446-7132** to discuss options.

### CLASS SIZE

18 participants

### LENGTH

1 day  
 (8:00 a.m. - 5:00 p.m.)  
 8 hours

### LOCATION

Customer site  
 or FAA Center for  
 Management and  
 Executive Leadership,  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Managers and supervisors

### ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Measuring Organizational Performance (FAA01254)  
 Strategic Planning (FAA01275)  
 Systems Thinking (FAA01277)