

# Dakota County Technical College

## BUSN 1120: Managing Performance

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Manage employee performance by establishing performance expectations, identifying and providing needed training and support, monitoring performance, and providing formal and informal feedback. Practice conducting employee performance evaluations. Learn methods to take corrective action. Identify sources of inadequate performance, skills and knowledge, processes and systems, motivation and personal issues-and determine appropriate resolution to each. Coach and mentor good performers to higher levels.

**B. COURSE EFFECTIVE DATES:** 05/21/2014 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. Analyze and monitor individual performance
2. Appraise employee performance
3. Ask for commitment
4. Compare and contrast informal/formal documentation and discipline
5. Conduct performance feedback and communication
6. Discuss managing different generations (2008)
7. Establish performance expectations and set goals
8. Examine coaching and mentoring and their effects on performance
9. Specify performance improvement strategies
10. Understand and illustrate the performance management process

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

### G. SPECIAL INFORMATION

None noted