

## Abbreviated Course Syllabus

<u>Course Number:</u>	BB913A
<u>Course Name:</u>	Performance Management
<u>Instructors:</u>	Wang Yanfang
<u>Students:</u>	HRM AY2019
<u>Required Text:</u>	<ol style="list-style-type: none"><li>1. STRATEGIC PERFORMANCE MANAGEMENT, Fang Zhenbang Tang Jian, China Renmin University Press, Edition, 2018, 5</li><li>2. PERFORMANCE MANAGEMENT, Fu Yahe, Xu Yulin, Fu Dan University Press, Edition, 2021, 3</li><li>3. PERFORMANCE MANAGEMENT: FROM BEGINNER TO PROFICIENT, Hu Jinsong, Tsinghua University Press, 2015</li></ol>
<u>Course Description:</u>	Performance Management is a major professional course in the field of human resources management, which provides a systematic explanation of the processes and technical tools of performance management. Through learning, students should be familiar with the basic processes of performance management, master the basic methods and skills of performance management, and be able to apply the knowledge, theories, methods and skills of this course to carry out performance management work.

Topic Outline:	Hours/Minutes
I. Introduction	6
A. Performance:	
① The definition of performance	
② The type of performance	
③ The nature of performance	
④ The main factors that affect performance	
B. Performance management:	
① The development process of performance management	
② The definition of performance	
③ The characteristics of performance management	
④ The responsibility system of performance management	
⑤ The model of organizational performance management system	
C. The position of performance management in human resource management Systems	
II. Performance Planning	8
A. Overview of performance plan:	
① Definition of performance plan	
② Types of performance plan	

③ Principles for developing performance plan	
B. Content of performance plan:	
① Performance goal	
② performance indicator	
③ performance standard	
④ Course of action	
C. Establish of the performance plan:	
① The overall design of the performance plan system and	
② the format of the performance plan table	
III. Performance Monitoring	6
A. Overview of performance monitoring:	
① The meaning of performance monitoring	
② Common misconceptions in performance monitoring	
③ Requirements for managers and employees in performance monitoring	
B. Performance communication:	
① The connotation of performance communication	
② The content of performance communication	
③ The principle of performance communication	
④ The methods of performance communication	
⑤ The techniques of performance communication	
C. Performance coaching:	
① The meaning of performance coaching	
② Implementation of performance coaching	
D. Collection of performance information:	
① The significance of collecting performance information	
② Content of information collection	
③ Sources of information collection	
④ Methods of information collection	
E. Adjustment of performance plan:	
① Possible adverse effects of adjusting performance plans	
② When to adjust the performance plan	
③ How to adjust performance plans	
IV. Performance Evaluation	7
A. Overview of performance evaluation:	
① The concept of performance evaluation	
② The general process of performance evaluation	
B. Performance evaluation content:	
① Performance evaluation and attitude evaluation	
② Organizational department and individual performance evaluation	
C. Performance evaluation subject:	
① Selection of evaluation subjects	
② Training of evaluation subjects	
D. Performance evaluation cycle:	
① The meaning of performance evaluation cycle	

②	The influencing factors of evaluation cycle	
E.	Performance evaluation method:	
①	Classification of evaluation methods	
②	Comparison of several evaluation methods,	
③	Selection of evaluation methods	
F.	Providing effectiveness of performance evaluation:	
①	Common issues with evaluation systems	
②	Incorrect understanding of the evaluation subject	
③	Improving the effectiveness of performance evaluation	
V.	Performance Feedback	3
A.	Overview of performance feedback:	
①	The meaning of performance feedback	
②	The significance of performance feedback	
③	The methods of performance feedback	
④	360 degree feedback plan	
B.	Performance feedback interview:	
①	The principles of performance feedback interview	
②	The steps of performance feedback interview	
③	Issues in performance feedback interview	
C.	Performance appeals:	
①	The importance of performance appeal	
②	The principles of performance appeal	
③	The construction of a performance appeal system	
VI.	Application of Performance Evaluation Results	4
A.	Overview of performance evaluation results application:	
①	The principles of applying performance evaluation results	
②	The aspects of applying performance evaluation results	
B.	Performance improvement plan:	
①	Guiding ideology of performance improvement	
②	Process of performance improvement	
C.	Salary overview:	
①	The meaning of salary	
②	The basic principles for determining salary	
③	The basic salary system	
D.	Performance-based compensation:	
①	The connotation of performance-based compensation	
②	The characteristics of performance-based compensation	
③	The basic types of performance-based compensation	
④	Comparison of various performance-based compensation systems	
VII	Performance Management Tools	6
A.	Goal management:	
①	Overview of objective management	
②	Implementation of objective management	
③	Evaluation of objective management	

B.	Benchmark management:	
	① Overview of benchmark management	
	② Implementation of benchmark management	
	③ Evaluation of benchmark management	
C.	Key performance indicators:	
	① Overview of key performance indicators	
	② Implementation of key performance indicators	
	③ Indicator weights and employee responsibilities	
	④ Evaluation of key performance indicators	
D.	Balanced scorecard:	
	① The formation and evolution of balanced scorecard	
	② The four levels of balanced scorecard	
	③ The characteristics and functions of balanced scorecard	
	④ Steps for successfully implementing a balanced scorecard	
Total Sessions (Coverage Hours)		40

Summary of UG CPC Topics Covered in this Course:	Hours/Minutes
a. Marketing	4
b. Finance	6
c. Accounting	0
d. Management	2
e. Legal environment of Business	0
f. Economics	2
g. Business Ethics	4
h. Global Dimensions of Business	4
i. Business Communications	6
j. Information System	2
k. Quantitative Techniques and Statistics	4
l. Business Policies	0
m. Comprehensive or Integrating Experience	6
Total Estimated CPC Coverage Hours	40