

5-day Interactive Training Course

# Certified Performance Management Professional

Measuring, Enhancing and Driving Performance

19 Aug - 23 Aug 2024	London - UK	US\$ 5,950
25 Nov - 29 Nov 2024	Dubai - UAE	US\$ 4,950
06 Jan - 10 Jan 2025	Istanbul - Turkey	US\$ 5,950
10 Mar - 14 Mar 2025	London - UK	US\$ 5,950
19 May - 23 May 2025	Dubai - UAE	US\$ 4,950



# Certified Performance Management Professional

Measuring, Enhancing and Driving Performance



## About the Course

The Certified Performance Management Professional training course is designed for HR professionals, managers, and anyone involved in the performance management process. It equips delegates with the latest tools, techniques, and best practices to effectively measure, analyse, and improve employee performance within their organisations. By setting clear performance expectations, providing constructive feedback, and fostering an environment of continuous improvement, delegates will learn how to drive organisational success and employee development. This comprehensive program blends theory with practical application, ensuring delegates can implement a performance management system that aligns with organisational goals and enhances productivity.

The delegates will be equipped with the cutting-edge skills and knowledge necessary for effective performance management in today's dynamic work environments. They will dive deep into the principles of performance measurement, learning how to set clear, achievable goals, and effectively evaluate and enhance team productivity. From understanding key performance indicators (KPIs) to mastering feedback techniques that motivate and inspire, delegates will gain a comprehensive toolkit for driving organisational success. Each day is structured to build upon the last, ensuring a cohesive learning journey that covers everything from the basics of performance planning to advanced strategies for performance improvement. Through a combination of expert instruction, real-world case studies, and interactive workshops, they will emerge as Certified Performance Management Professionals, ready to make a significant impact in their organisations and careers.

## Core Objectives

The delegates will achieve the following objectives:

- Understand the performance management cycle and its importance
- Learn to set SMART performance goals that align with organisational objectives
- Implement fair and effective performance appraisal systems
- Enhance skills in providing constructive feedback and coaching for performance improvement

- Acquire strategies to identify, address, and manage performance issues effectively
- Learn techniques to support continuous employee development and performance enhancement
- Understand how to select and use metrics and KPIs to measure performance accurately
- Know how to strategies for creating and nurturing a culture that values high performance and continuous improvement

## Training Approach

A blended learning approach drives this training course and draws on various adult learning techniques such as action learning, experiential exercises, group discussions, video case studies, role play, and self-reflection activities. The resulting variety helps delegates stay engaged throughout the program, feel challenged, and draw quick wins for their development. It also ensures delegates are exposed to ample opportunities to apply what they learn to the real-world challenges they face back in the workplace.

## The Attendees

This training course is designed for leaders committed to advancing their expertise in managing teams. This includes managers, HR professionals who develop and implement performance management strategies and supervisors responsible for day-to-day team leadership.

**Likewise, it will be valuable to the professionals but not limited to the following:**

- Human Resource
- Employment Relations
- Personnel Staff
- All Line Managers
- Team Leaders
- Supervisors
- Learning & Development
- Training Officers
- Supervisors who are or will be accountable for the use and application of performance management and appraisal techniques

# DAILY DISCUSSION

## DAY ONE

### FUNDAMENTALS OF PERFORMANCE MANAGEMENT

- Overview and Objectives of Performance Management
- Setting Performance Expectations
- Performance Management Cycle
- Setting Effective Key Performance Indicators (KPIs)
- Aligning Individual and Organisational Goals
- Setting Goals and KPIs for Various Roles
- Developing Job Descriptions that Support Performance Expectations
- Introduction to Performance Appraisal Systems
- Establishing Effective Channels for Ongoing Feedback
- Examining Effective Performance Management Systems

## DAY TWO

### EFFECTIVE FEEDBACK AND COACHING

- Principles of Effective Feedback
- The Coaching Mindset for Effective Performance
- Best Practices for Conducting Feedback Meetings
- Enhancing Communication during Coaching Sessions
- Strategies to Motivate Employees for Better Performance
- Conducting Mock Feedback Sessions
- Strategies for Managing Underperformance
- Personalised Development Plans for Continuous Improvement
- The Feedback Loop
- Challenges in Providing Feedback

## DAY THREE

### ADVANCED PERFORMANCE MEASUREMENT TECHNIQUES

- Quantitative vs. Qualitative Measurement
- 360-Degree Feedback
- Integrating Self-assessment into the Performance Review Process
- Technology in Performance Management
- Data Analysis for Performance Management
- Utilising Performance Management Software
- Balanced Scorecard Approach
- Biases and Errors in Performance Evaluation
- Performance Improvement Plans (PIPs)
- Overcoming Measurement Challenges

## DAY FOUR

### DRIVING ORGANISATIONAL PERFORMANCE THROUGH CULTURE

- Organisational Culture and Performance
- Creating a High-Performance Culture: Strategies and Practices
- Recognition and Reward Systems
- Employee Engagement
- Techniques for Enhancing Team Dynamics and Outcomes
- Building a Culture of High Performance
- Performance Management in a Remote Work Environment
- Diversity and Inclusion for Enhanced Organisational Performance
- Sustainability and Performance Best Practices
- Insights from Industry Leaders on Cultivating Performance-driven Cultures

## DAY FIVE

### IMPLEMENTING AND SUSTAINING EFFECTIVE PERFORMANCE MANAGEMENT SYSTEMS

- Change Management in Performance Systems
- Stakeholder Engagement
- Monitoring and Evaluating System Effectiveness
- Continuous Improvement in Performance Management – Kaizen Approach
- Legal and Ethical Considerations
- Performance Management Plan Development
- Future Trends in Performance Management
- Personal Development as a Performance Manager
- Professional Development Roadmap
- Feedback Cultures and Communication Strategies



## THE CERTIFICATE

**XCalibre Training Centre Certificate of Completion will be provided to delegates who attended and completed the training course.**