



Performance Management

Building an Effective High-Performance Organization

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Performance Management

5 days training course

For detailed information on training course dates, please click the link:

[Performance Management.](#)



Course Overview

This course explores the essential elements of performance management and its role in organizational success. Participants will learn how to create an integrated performance management system, set clear objectives and KPIs, and use feedback models to enhance employee performance. The course also covers addressing performance gaps and the strategic role of HR and organizational leaders in performance management.

Learning Objectives:

- Understand the strategic importance of performance management.
- Learn to distinguish between objectives and KPIs.
- Implement the Balanced Scorecard approach to performance measurement.
- Use both qualitative and quantitative techniques to manage performance.
- Master feedback models for providing constructive and developmental feedback.
- Address performance gaps using both formal and informal approaches.

Who Should Attend?

This course is ideal for HR professionals, managers, team leaders, and organizational leaders involved in performance management. It is also beneficial for those looking to enhance their skills in employee evaluation, performance improvement, and strategic alignment of team goals.

Course Outline:

Day 1: The Foundation of Performance Management

- **Introduction to Performance Management**
 - Strategic importance and benefits.
 - Aligning performance with business goals.
- **HR and Leadership's Role in Performance Management**
 - The role of leadership and HR in driving performance.
 - Creating a performance-driven culture.

Day 2: Setting Clear Objectives and KPIs

- **Quantitative vs. Qualitative Objectives**
 - Defining and setting both types of objectives.
 - Aligning objectives with organizational goals.
- **Understanding KPIs**
 - Setting and tracking KPIs.
 - Aligning KPIs with business strategy.

Day 3: The Balanced Scorecard Approach

- **Introduction to the Balanced Scorecard (Kaplan and Norton)**
 - The four perspectives of the Balanced Scorecard.
 - Applying the Balanced Scorecard in performance management.
- **Strategic Performance Monitoring**

- Using the Balanced Scorecard for tracking and managing performance across departments.

Day 4: Addressing Performance Gaps

- **Identifying Performance Gaps**

- Recognizing performance issues and gaps.
- Techniques for analyzing performance problems.

- **Formal and Informal Approaches**

- Formal vs. informal methods for addressing gaps.
- Developing action plans for performance improvement.

Day 5: Feedback and Continuous Improvement

- **Providing Constructive Feedback**

- Feedback models (e.g., SBI, GROW).
- Giving and receiving effective feedback.

- **Driving Continuous Improvement**

- Fostering a culture of ongoing feedback and performance development.
- Managing performance improvement processes.



DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.