Transformation Pillar:
Organizational Performance & Productivity

Performance Management and KPI Implementation

Optimize performance and drive organizational success through effective performance management strategies.

COURSE OVERVIEW

The Performance Management, Appraisal, and Key Performance Indicators (KPIs) Training course is designed to equip HR professionals and managers with the knowledge, skills, and tools necessary to effectively manage employee performance, conduct performance appraisals, and implement meaningful KPIs. The course will delve into the key concepts and principles of performance management, explore various performance appraisal techniques, and provide practical guidance on developing and implementing KPIs that align with organizational goals. Participants will learn how to set clear performance expectations, provide constructive feedback, conduct fair and unbiased performance evaluations, and utilize KPIs to measure and monitor individual and team performance.

By the end of this course, participants will have the knowledge, skills, and tools to effectively manage employee performance, conduct fair and meaningful performance appraisals, and implement KPIs that drive organizational success. They will be equipped with practical strategies and techniques to enhance performance management practices within their organizations, leading to improved employee engagement, productivity, and overall performance.

WHO SHOULD ATTEND

HR professionals, managers, supervisors, team leaders, and anyone involved in managing and evaluating employee performance within their organizations. It is relevant for individuals who want to enhance their skills in performance management, conduct fair and meaningful performance appraisals, and implement effective Key Performance Indicators (KPIs). This course is ideal for HR professionals responsible for designing and implementing performance management systems, as well as managers and supervisors seeking to improve their ability to set performance expectations, provide feedback, conduct performance evaluations, and utilize KPIs to measure and monitor performance.

COURSE OBJECTIVES

By the end of this intensive learning journey, you should be able to:

- **Understand** the importance and benefits of effective performance management in driving organizational success.
- **Develop** skills in setting clear performance expectations and establishing performance goals that are aligned with organizational objectives.
- **Learn** techniques for providing constructive feedback and coaching to enhance employee performance and development**.**
- **Gain** insights into different performance appraisal methods and approaches, and understand how to conduct fair and objective performance evaluations.
- **Explore** the process of developing and implementing meaningful Key Performance Indicators (KPIs) that measure individual and team performance effectively.
- **Learn** how to monitor and track KPIs to assess progress, identify areas for improvement, and make data-driven decisions.
- **Develop** strategies for addressing performance issues and fostering a culture of continuous improvement through effective performance management practices.

COURSE METHODOLOGY

A balanced approach between PowerPoint presentation, facilitated discussion, case studies, individual exercises and group-based activities will ensure the direct transfer of skills, information and relevant practical experience as well as show you how to effectively manage employee performance, conduct fair and meaningful performance appraisals, and implement impactful Key Performance Indicators (KPIs) that drive organizational success.

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