

## Performance Management Transformation

*Cape Town (South Africa)*

*13 - 17 January 2025*

UK Training

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## Performance Management Transformation

Code: LM28 From: 13 - 17 January 2025 City: Cape Town (South Africa) Fees: 3300 Pound

### Introduction

This Performance Management Transformation Training is designed to equip participants with the essential skills needed for effective performance management in today's dynamic business environment. Over five days, attendees will delve into the roles of managers and leaders, explore various performance management tools, and learn how to select Key Performance Indicators KPIs. The course emphasizes best practices in performance management and dashboard development, combining engaging lectures with hands-on exercises.

Participants will gain practical insights that enhance their performance management capabilities and drive continuous improvement within their organizations.

### Course Objectives

- Understand the Role of Managers and Leaders: Recognize the significance of managerial and leadership roles in performance management and their impact on organizational success.
- Explore Performance Management Tools and Techniques: Investigate a variety of essential tools and techniques such as the Balanced Scorecard BSC, Objectives and Key Results OKRs, Management by Objectives MBO, and Total Quality Management TQM.
- Select Key Performance Indicators KPIs: Learn how to identify and choose the most suitable KPIs that align with an organization's strategic goals and objectives.
- Emphasize Benchmarking Significance: Understand the purpose of performance management in fostering continuous improvement.
- Develop Performance Dashboards: Gain expertise in creating and utilizing performance dashboards to effectively track and communicate organizational performance.
- KPI Reporting to the Board: Learn the process of reporting KPIs to the Board of Directors to facilitate informed decision-making.

### Course Outlines

#### Day 1: Introduction to Performance Management

- Grasping the fundamentals and definition of performance management.
- Recognizing the critical role of performance management in achieving organizational success.
- Aligning performance management policies with strategic objectives.

#### Day 2: Performance Management Tools and Techniques

- Examining various performance management tools and techniques.
- Choosing the right tools tailored to the organization's needs for an effective performance management plan.

#### Day 3: Selecting Key Performance Indicators KPIs

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The pieces are in shades of gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center, suggesting a signal or a focus.

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- Defining KPIs and understanding their importance in the performance management process.
- Ensuring KPIs align with the organization's strategic vision and objectives.
- Crafting a comprehensive KPI framework for various departments and functions.

#### Day 4: The Importance of Benchmarking

- Learning about benchmarking and its advantages in the performance management cycle.
- Identifying relevant benchmarking targets and best practices.
- Leveraging benchmarking data to drive ongoing improvement.

#### Day 5: Performance Dashboards and KPI Reporting

- Designing impactful performance dashboards for monitoring and communicating organizational performance.
- Establishing KPI reporting structures for the Board of Directors.
- Effectively conveying performance insights to support strategic decisions.

Throughout the course, participants will engage in interactive lectures, case studies, group discussions, and hands-on exercises, reinforcing concepts and applying them to their specific organizational contexts. This comprehensive five-day course will empower participants with the knowledge and skills necessary to enhance and optimize their organization's performance effectively.

#### Conclusion

Effective performance management is crucial for the success of any organization. It enhances productivity, drives effectiveness, and ensures the achievement of strategic goals. By implementing a robust performance management process, organizations can foster a culture of accountability and continuous improvement, ultimately leading to higher employee engagement and satisfaction.

Investing in performance management training equips leaders and managers with the necessary skills to monitor progress, provide constructive feedback, and align individual objectives with organizational priorities. This alignment not only maximizes resources but also empowers teams to reach their full potential.

Join us on this journey to achieve organizational excellence through performance management transformation!



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