BLACKBIRD FOR TRAINING

Performance Management Transformation

11 – 15 January 2027
Cape Town (South Africa)



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Ref: 3254515_160115 **Date:** 11 – 15 January 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Introduction

This Performance Management Transformation training is a comprehensive one-week course designed to equip participants with the essential skills required for effective performance management in today's dynamic business environment. Participants will gain a deep understanding of the performance management process, explore various tools and techniques, and learn how to select and implement Key Performance Indicators KPIs. The course emphasizes performance management best practices, strategic performance management, and dashboard development, enabling participants to apply these tools to drive continuous improvement within their organizations.

Course Objectives

The primary objectives of this course are designed to equip participants with the knowledge and skills needed to enhance their performance management capabilities, and they include:

- Understand the Role of Managers and Leaders in Performance Management: Recognize the crucial role that managers and leaders play in the performance management cycle and their impact on organizational success.
- Explore Performance Management Tools and Techniques: Investigate a range of essential performance management 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 select the most suitable KPIs that align with your organization's strategic goals and objectives.
- Emphasize the Importance of Benchmarking: Understand how benchmarking supports continuous improvement within the performance management process.
- Develop Performance Dashboards: Gain hands-on experience in creating impactful performance dashboards that effectively track and communicate organizational performance.
- KPI Reporting to the Board: Learn how to structure KPI reporting for the Board of Directors, enabling informed decision-making.



Course Outlines

Day 1: Introduction to Performance Management

- Grasp the fundamentals and definition of performance management.
- Understand the role of performance management in achieving organizational success.
- Align performance management policies with strategic objectives.

Day 2: Performance Management Tools and Techniques

- Explore various performance management tools and techniques.
- Learn how to select the right tools that match the organization's needs for an effective performance management plan.

Day 3: Selecting Key Performance Indicators KPIs

- Define KPIs and understand their importance in the performance management cycle.
- Ensure KPIs align with the organization's strategic performance management goals.
- Develop a comprehensive KPI framework for various departments and functions.

Day 4: The Importance of Benchmarking

- Learn about benchmarking and its role in performance management.
- Identify relevant benchmarking targets and best practices.
- Use benchmarking data to drive continuous improvement.

Day 5: Performance Dashboards and KPI Reporting

- Learn to design performance dashboards that effectively track and communicate performance.
- Establish KPI reporting structures for the Board of Directors.
- Convey performance insights to facilitate strategic decision-making.

Why Attend This Course: Wins & Losses!

By joining this Performance Management Transformation course, participants will benefit from:



- A Deep Understanding of Performance Management: Gain a comprehensive understanding of the performance management definition, process, and tools to foster improvement and growth in your organization.
- Practical Skills for Effective Performance Management: Learn to apply performance management techniques and best practices in performance management, enabling you to design a more effective performance management plan.
- Enhanced Decision-Making Abilities: By learning to report KPIs to the Board, you will be able to provide actionable insights that inform better strategic decisions and contribute to strategic performance management.
- Improved Organizational Alignment: Gain the skills to align individual and team performance with organizational goals, driving results and achieving long-term success.

Choosing not to participate in this course may mean missing out on valuable insights and tools that can drive performance improvements, hinder your ability to provide accurate performance insights to key stakeholders, and limit your effectiveness in leading performance-driven change within your organization.

Conclusion

Effective performance management is critical to the success of any organization. It enhances productivity, drives organizational effectiveness, and ensures the achievement of strategic goals. By investing in performance management training, organizations can create a culture of accountability, continuous improvement, and innovation.

This course will equip you with the necessary skills to transform your organization's performance management practices, optimize results, and empower your team to reach their full potential, leading to overall organizational excellence.

