

REVIEWING & DEVELOPING KEY PERFORMANCE INDICATORS (KPIs)

“Unlock the Power of KPIs to Drive Organizational Performance and Success”

Schedule

Date	Venue	Fees (Face-to-Face)
29 - 30 Apr 2026	Dubai, UAE	USD 1,995 per delegate
05 - 06 Aug 2026	Doha, Qatar	USD 1,995 per delegate
04 - 05 Oct 2026	Riyadh, KSA	USD 1,995 per delegate
02 - 03 Dec 2026	Manama, Bahrain	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

This 2-day course is designed for professionals and leaders looking to gain a deeper understanding of Key Performance Indicators (KPIs) and how to develop, measure, and review them effectively. The course provides participants with essential tools to set performance standards, track progress, and align team efforts with strategic goals. By understanding the nuances of KPIs, participants can drive organizational success, foster accountability, and measure success with precision.

Through a combination of theory, case studies, and hands-on exercises, participants will learn how to tailor KPIs to specific business objectives, refine performance measurement techniques, and ensure consistent progress toward key goals.

Objectives

By the end of this course, participants will be able to:

- Understand the fundamentals and importance of KPIs in performance management
- Develop relevant and measurable KPIs aligned with business objectives
- Use KPIs to drive performance improvements and decision-making
- Review and refine KPIs based on organizational needs and feedback
- Implement an effective KPI system to monitor and report on progress

Why Attend

- Gain a deeper understanding of how KPIs drive performance and business success
- Learn how to develop KPIs that align with organizational goals
- Master the art of measuring, tracking, and refining KPIs for continuous improvement
- Strengthen your ability to use KPIs as a tool for strategic decision-making
- Enhance your leadership and management capabilities through KPI-focused performance management

Target Audience

This program is designed for:

- Senior managers and leaders responsible for performance management
- HR managers, project managers, and team leaders
- Business analysts and consultants
- Anyone involved in monitoring, reviewing, or developing KPIs within an organization

Individual Benefits

Key competencies that will be developed include:

- Expertise in defining and measuring KPIs
- Ability to align KPIs with strategic business objectives
- Skills in analyzing and refining KPIs for continuous improvement
- Enhanced capability to drive performance and accountability through KPIs
- Practical knowledge of using KPIs to inform business decisions

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved alignment of organizational goals with measurable outcomes
- Stronger performance management frameworks and systems
- Increased accountability and clarity in employee performance
- More effective decision-making driven by real-time KPI data
- Enhanced ability to monitor, review, and adjust KPIs for optimal results

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Introduction to the key principles and strategies behind KPIs
- Case Studies - Analysis of real-world examples of successful KPI implementation
- Workshops - Practical exercises on developing and reviewing KPIs for specific business goals
- Peer Exchange - Group discussions on challenges and lessons learned in KPI management
- Tools - Templates for developing, measuring, and tracking KPIs in different organizational contexts

Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to KPIs and Developing Effective Metrics

- Module 1: Understanding KPIs and Their Role in Performance Management (07:30 – 09:30)
 - Defining KPIs and their importance in organizational success
 - Differentiating between lagging and leading indicators
 - Key considerations when choosing KPIs for your business
- Module 2: Developing KPIs Aligned with Organizational Goals (09:45 – 11:15)
 - The process of defining clear, measurable KPIs
 - How to link KPIs to overall business strategies
 - Developing KPIs for different departments and functions
- Module 3: Designing KPI Dashboards and Reporting Systems (11:30 – 01:00)
 - Tools for visualizing KPIs in dashboards
 - How to set up automated reporting systems for real-time tracking
 - Creating user-friendly reports for different stakeholders

Day 2: Reviewing and Refining KPIs for Continuous Improvement

- Module 1: Monitoring and Tracking KPIs (07:30 – 09:30)
 - Best practices for tracking KPIs and performance metrics
 - Using KPI data to identify gaps and areas for improvement
 - Regular reviews and feedback loops for continuous refinement
- Module 2: Adjusting KPIs to Align with Changing Business Needs (09:45 – 11:15)
 - When and how to adjust KPIs based on changing business priorities
 - Aligning KPIs with new strategies, goals, and market conditions
 - Understanding the impact of external factors on performance measurement
- Module 3: Overcoming Challenges in KPI Implementation (11:30 – 01:00)
 - Common pitfalls in developing and tracking KPIs
 - How to overcome resistance to KPI adoption within teams
 - Techniques for engaging employees and teams in the KPI process

Certification

Upon successful completion of the course, participants will receive a Certificate of Completion in Key Performance Indicators (KPIs) Development & Management, demonstrating their ability to effectively design, implement, and review KPIs to improve business performance.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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Interested in running this course for your team?

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