

CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

“Driving Organizational Success Through Effective Goal Setting, Evaluation, and Results-Based Culture”

Schedule

Date	Venue	Fees (Face-to-Face)
11 – 15 May 2026	Dubai, UAE	USD 3495 per delegate

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

Introduction

In today’s competitive business environment, managing performance is more than setting KPIs—it’s about aligning individual output with strategic goals, ensuring accountability, and driving continual improvement. A well-structured performance management system is vital to building a results-oriented workforce and a culture of excellence.

This intensive course provides professionals with advanced tools and best practices to design, implement, and refine effective performance management frameworks. Participants will gain skills in setting SMART goals, conducting evaluations, managing underperformance, and using feedback for development—all based on global competency standards.

Objectives

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

- Design and implement integrated performance management systems
- Align individual and team goals with organizational strategy
- Apply SMART objectives and KPIs for measurable outcomes
- Conduct structured performance appraisals and reviews
- Address underperformance and support continuous improvement
- Utilize feedback and coaching for employee development

Why Attend

- Become a certified expert in performance management
- Boost accountability, motivation, and productivity in your teams
- Learn to measure and manage both behavioral and results-based performance
- Enhance appraisal conversations with structured tools and coaching techniques
- Support a performance-driven organizational culture

Target Audience

This program is designed for:

- Human Resource and Talent Management Professionals
- HR Business Partners and Advisors
- Line Managers and Department Heads
- Organizational Development and Training Consultants
- Anyone involved in appraising or developing staff performance

Individual Benefits

Key competencies that will be developed include:

- Goal setting and performance planning
- Appraisal techniques and rating calibration
- Feedback delivery and coaching strategies
- Handling performance gaps and improvement plans
- Strategic HR alignment with performance outcomes

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Effective implementation of performance management frameworks
- Improved employee engagement and retention through fair evaluations
- Consistent application of performance tools across departments
- Stronger alignment between human capital and business strategy
- Data-driven decisions for promotions, development, and succession

Instructional Methodology

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

- Strategy Briefings - Global trends in performance management
- Case Studies - Real-world appraisal and performance dilemmas
- Workshops - Developing appraisal forms, scorecards, and feedback sessions
- Peer Exchange - Sharing evaluation challenges and best practices
- Tools - Goal-setting templates, appraisal rubrics, coaching guides

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: Foundations of Performance Management

- Module 1: Strategic Role of Performance Management (07:30 - 09:30) • Purpose and objectives in modern organizations • Linking performance to business outcomes
- Module 2: Frameworks and Models (09:45 - 11:15) • Balanced Scorecard, MBO, OKRs, and competency models
- Module 3: Legal and Ethical Considerations (11:30 - 01:00) • Fairness, bias prevention, and regulatory compliance
- Module 4: Workshop - Design a Performance Strategy (02:00 - 03:30) • Organizational goals to individual KPIs mapping

Day 2: Setting Objectives and KPIs

- Module 5: SMART Goal Setting and KPI Design (07:30 - 09:30) • Clarity, measurability, relevance, achievability, timeliness
- Module 6: Performance Indicators and Metrics (09:45 - 11:15) • Leading vs lagging indicators; behavioral vs outcome metrics
- Module 7: Individual Development Plans (11:30 - 01:00) • Linking appraisal data to training and coaching plans
- Module 8: Workshop - Create a Departmental Scorecard (02:00 - 03:30) • From strategy to performance dashboards

Day 3: Appraisal Processes and Feedback Techniques

- Module 9: Performance Review Methods (07:30 - 09:30) • Rating scales, 360-degree reviews, self-appraisal
- Module 10: Conducting Effective Appraisal Meetings (09:45 - 11:15) • Building trust, structuring feedback, goal review
- Module 11: Coaching for Growth and Accountability (11:30 - 01:00) • Coaching vs managing performance conversations
- Module 12: Workshop - Simulated Performance Conversation (02:00 - 03:30) • Role-play for performance review and feedback

Day 4: Managing Underperformance and Reward Strategies

- Module 13: Identifying and Addressing Performance Gaps (07:30 - 09:30) • Root causes of underperformance and corrective actions
- Module 14: Improvement Plans and Monitoring (09:45 - 11:15) • PIP creation, timelines, and documentation
- Module 15: Linking Performance to Rewards and Recognition (11:30 - 01:00) • Merit pay, bonuses, promotions, non-monetary incentives
- Module 16: Workshop - Build a Performance Improvement Plan (02:00 - 03:30) • Real case development and feedback

Day 5: Sustaining a Performance Culture

- Module 17: Building Managerial Capability in Performance Management (07:30 - 09:30) • Training leaders to evaluate fairly and consistently
- Module 18: Technology and Digital Tools (09:45 - 11:15) • Using HRIS, scorecards, dashboards, and AI systems
- Module 19: Continuous Improvement and Performance Audits (11:30 - 01:00) • Reviewing processes and KPIs regularly
- Module 20: Final Workshop - Organizational Performance Plan (02:00 - 03:30) • Capstone project linking individual to enterprise goals

Certification

Participants will receive a Certificate of Completion as a Certified Performance Management Professional, validating their expertise in designing and managing performance systems aligned with organizational strategy and employee growth.

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