

## PERFORMANCE MANAGEMENT SYSTEM (PMS) TRAINING

*“Aligning Individual Performance with Organizational Strategy through Effective PMS Implementation”*

### Schedule

Date	Venue	Fees (Face-to-Face)
13 - 17 Jul 2026	Dubai, UAE	USD 3495 per delegate

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

### Introduction

A well-structured Performance Management System (PMS) drives employee engagement, clarifies expectations, and aligns individual contributions with organizational goals. This course offers HR and business professionals the tools to design, implement, and manage PMS frameworks that promote accountability, development, and strategic alignment.

Covering goal setting, KPI development, performance appraisals, feedback mechanisms, and reward integration, the course combines practical tools with international best practices to help participants build a culture of high performance and continuous improvement.

### Objectives

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

- Understand the principles and components of effective PMS frameworks
- Design SMART goals and KPIs aligned with organizational objectives
- Implement structured performance appraisal processes and tools
- Facilitate ongoing coaching, feedback, and performance discussions
- Link PMS to employee development, rewards, and talent management
- Drive cultural change through performance transparency and ownership

## Why Attend

- Learn how to build and maintain a performance-driven culture
- Improve employee engagement and accountability across the organization
- Acquire tools to design and roll out tailored PMS frameworks
- Enhance leadership effectiveness through structured feedback processes
- Understand how to align performance with strategic business goals

## Target Audience

This program is designed for:

- HR and OD professionals
- Performance and talent management specialists
- Line managers and team leaders
- Learning and development managers
- Organizational strategy and planning teams

## Individual Benefits

Key competencies that will be developed include:

- Goal-setting and KPI development aligned with role clarity
- Proficiency in performance monitoring and appraisal delivery
- Communication and coaching skills for continuous performance dialogue
- Understanding of PMS tools, ratings, and bias minimization
- Knowledge of performance-based recognition and development systems

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Increased alignment between employee performance and strategic goals
- Improved transparency and fairness in performance evaluations
- Enhanced employee development and succession readiness
- More effective reward and recognition systems
- A structured approach to managing underperformance and growth

## Instructional Methodology

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

- Strategy Briefings - PMS models, appraisal systems, and success factors
- Case Studies - PMS rollouts, pitfalls, and lessons learned
- Workshops - Goal setting, rating calibration, and performance planning
- Peer Exchange - Sharing of real-world appraisal challenges
- Tools - KPI libraries, feedback forms, performance dashboards

## 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: PMS Foundations and Strategic Alignment

- Module 1: Understanding Performance Management (07:30 - 09:30) • PMS objectives, cycle, and components
- Module 2: Aligning Individual Goals with Organizational Strategy (09:45 - 11:15) • Strategy maps, goal cascading, role clarity
- Module 3: Developing Key Performance Indicators (11:30 - 01:00) • Defining measurable KPIs for diverse roles
- Module 4: Workshop - Write SMART Goals and KPIs (02:00 - 03:30) • Create KPIs for different departments

### Day 2: Appraisal Systems and Methodologies

- Module 5: Performance Appraisal Models (07:30 - 09:30) • Rating scales, balanced scorecards, 360-degree reviews
- Module 6: Building Appraisal Tools and Forms (09:45 - 11:15) • Objective vs. subjective metrics, form design
- Module 7: Mid-Year Reviews and Goal Realignment (11:30 - 01:00) • Check-ins, review timing, progress tracking
- Module 8: Workshop - Design an Appraisal Form (02:00 - 03:30) • Build a functional form with KPIs and behaviors

### Day 3: Coaching, Feedback, and Engagement

- Module 9: Effective Feedback and Coaching Conversations (07:30 - 09:30) • Feedback models (SBI, GROW), coaching skills
- Module 10: Managing Difficult Performance Discussions (09:45 - 11:15) • Addressing underperformance constructively
- Module 11: Employee Motivation and Engagement (11:30 - 01:00) • Recognition, development, and career planning
- Module 12: Workshop - Roleplay Feedback Scenarios (02:00 - 03:30) • Practice one-on-one performance coaching

### Day 4: Linking PMS to Rewards and Talent Systems

- Module 13: Performance-Linked Pay and Incentives (07:30 - 09:30) • Bonus schemes, merit-based rewards
- Module 14: Integration with Learning and Succession Plans (09:45 - 11:15) • Development pathways and high-potential identification
- Module 15: Legal and Ethical Considerations (11:30 - 01:00) • Documentation, bias prevention, and audit trails
- Module 16: Workshop - Build a Reward-Linked PMS Model (02:00 - 03:30) • Design a model integrating pay and development

### Day 5: Implementation Planning and Final Simulation

- Module 17: Change Management and Leadership Support (07:30 - 09:30) • Communication, training, and executive buy-in
- Module 18: Monitoring, Evaluation, and Continuous Improvement (09:45 - 11:15) • Metrics, dashboards, and feedback loops
- Module 19: Final Case Simulation - Rollout Strategy (11:30 - 01:00) • Design a PMS implementation plan for your organization
- Module 20: Wrap-Up and Certification Briefing (02:00 - 03:30) • Final Q&A, lessons learned, and action planning

## Certification

Participants will receive a Certificate of Completion in Performance Management System (PMS) Training, validating their capability to design, implement, and manage performance frameworks that support organizational strategy and employee development.

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Please contact us:

TEL:

**+601116373203**

EMAIL:

**info@mawaevents.net**

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