

SETTING KPIS & MANAGING PERFORMANCE

“Master the Art of Setting Effective KPIs and Driving Performance Excellence.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

This course provides managers, team leaders, and HR professionals with comprehensive knowledge and practical skills to develop, implement, and manage Key Performance Indicators (KPIs) that align with organizational goals. Participants will learn how to translate strategy into measurable outcomes, monitor progress effectively, and foster a performance-driven culture.

Objectives

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

- Understand the fundamentals and importance of KPIs in performance management
- Develop SMART KPIs aligned with business objectives
- Implement systems to track and analyze performance data
- Use KPIs to enhance employee motivation and organizational productivity
- Address common challenges in KPI setting and performance management
- Apply performance feedback techniques for continuous improvement

Why Attend

- Improve your ability to measure and manage team and organizational performance
- Learn practical tools for setting impactful KPIs
- Enhance leadership skills for driving accountability and results
- Align employee efforts with strategic priorities for greater impact

Target Audience

- Managers and supervisors at all levels
- Human resource professionals
- Business analysts and performance consultants
- Team leaders and project managers
- Professionals responsible for organizational performance improvement

Individual Benefits

- Gain practical KPI development and management skills
- Increase capability to interpret performance data and reports
- Strengthen skills in motivating and coaching teams
- Enhance decision-making through data-driven insights

Organizational Benefits

- More aligned and focused performance goals across departments
- Improved productivity and achievement of strategic objectives
- Stronger culture of accountability and continuous improvement
- Effective use of data to inform management decisions

Instructional Methodology

- Interactive lectures and presentations
- Hands-on exercises and KPI development workshops
- Case studies and real-world scenarios
- Group discussions and role-playing for feedback sessions

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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 KPIs & Performance Management

- Module 1 (07:30 – 09:30): Introduction to KPIs and Performance Management Concepts
- Module 2 (09:45 – 11:15): Types of KPIs and Their Strategic Importance
- Module 3 (11:30 – 01:00): Aligning KPIs with Organizational Vision and Goals
- Module 4 (02:00 – 03:30): Common Pitfalls in KPI Setting and How to Avoid Them

Day 2: Designing SMART KPIs

- Module 1 (07:30 – 09:30): The SMART Criteria and KPI Best Practices
- Module 2 (09:45 – 11:15): Developing KPIs for Different Business Functions
- Module 3 (11:30 – 01:00): Workshop: Creating Effective KPIs for Your Team
- Module 4 (02:00 – 03:30): KPI Documentation and Communication Strategies

Day 3: Performance Monitoring & Data Management

- Module 1 (07:30 – 09:30): Tools and Techniques for Tracking KPIs
- Module 2 (09:45 – 11:15): Data Collection, Analysis, and Reporting
- Module 3 (11:30 – 01:00): Using Dashboards and Visualizations for Performance Insight
- Module 4 (02:00 – 03:30): Case Study: Successful Performance Monitoring Systems

Day 4: Driving Performance & Employee Engagement

- Module 1 (07:30 – 09:30): Linking KPIs to Employee Motivation and Rewards
- Module 2 (09:45 – 11:15): Conducting Effective Performance Reviews and Feedback
- Module 3 (11:30 – 01:00): Coaching and Developing Employees for Continuous Improvement
- Module 4 (02:00 – 03:30): Role Play: Performance Conversations and Feedback Techniques

Day 5: Overcoming Challenges & Continuous Improvement

- Module 1 (07:30 – 09:30): Addressing Common Challenges in KPI Management
- Module 2 (09:45 – 11:15): Using KPIs to Support Change Management Initiatives
- Module 3 (11:30 – 01:00): Embedding a Culture of Performance Excellence
- Module 4 (02:00 – 03:30): Final Assessment, Q&A, and Certification

Certification

Participants will be awarded a Certificate of Completion in Setting KPIs & Managing Performance, demonstrating their ability to drive performance management effectively within their organizations.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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In-House / Customized Training

Interested in running this course for your team?

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