

## DESIGNING AND IMPLEMENTING A PERFORMANCE MANAGEMENT SYSTEM

*"Build a performance-driven culture by designing systems that align people, processes, and organizational goals."*

### Schedule

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

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

### Introduction

Performance management is far more than an annual appraisal — it's a strategic process that drives continuous improvement, engagement, and accountability across the organization. When designed effectively, a performance management system (PMS) ensures that individual and team performance aligns with business objectives and contributes directly to organizational success.

This course provides HR professionals and leaders with the knowledge and tools to design, implement, and sustain a robust performance management system. Participants will explore modern approaches to performance measurement, goal-setting, feedback, coaching, and development planning. The training combines theory with practical exercises, equipping participants to build a system that fosters growth, motivation, and measurable results.

### Objectives

After completing this course, participants will be able to:

- Understand the key components and purpose of an effective performance management system.
- Design and implement performance management processes aligned with organizational strategy.
- Develop clear and measurable performance objectives (SMART goals and KPIs).
- Integrate competency models and behavioral assessments into performance reviews.
- Conduct fair, objective, and constructive performance evaluations.
- Use performance feedback and coaching techniques to improve employee engagement and productivity.
- Monitor, evaluate, and continuously enhance the performance management system.

## Why Attend

A well-designed performance management system improves accountability, motivation, and results. This course will give you the framework and confidence to design systems that inspire employees, drive business performance, and build a culture of continuous improvement.

## Target Audience

This course is suitable for:

- HR Managers and HR Business Partners
- Organizational Development and Talent Management Specialists
- Department Heads and Supervisors
- Performance Appraisal and Compensation Professionals
- Anyone involved in managing or evaluating employee performance

## Individual Benefits

- Gain the skills to design an effective performance management framework.
- Improve your ability to give and receive constructive feedback.
- Strengthen your coaching and leadership capabilities.
- Enhance your understanding of linking performance with rewards and recognition.
- Build confidence in conducting fair and motivating performance reviews.

## Organizational Benefits

- Align individual and team performance with strategic business goals.
- Improve productivity and accountability across the organization.
- Enhance communication and collaboration between employees and management.
- Reduce turnover through improved employee engagement.
- Create a performance-oriented culture focused on growth and excellence.

## Instructional Methodology

- Interactive lectures and facilitated discussions
- Case studies and real-world performance system examples
- Group workshops and simulations
- Role plays on feedback and appraisal techniques
- Development of customized performance management templates and tools

## Course Outline

### Module 1: Introduction to Performance Management

- The evolution of performance management systems
- From annual appraisals to continuous performance improvement
- The link between performance management and organizational strategy

### Module 2: Designing a Performance Management Framework

- Defining goals, roles, and responsibilities
- Establishing performance standards and measures
- Building alignment with organizational objectives and values

### Module 3: Setting Objectives and KPIs

- Using SMART goals and KPIs for clarity and measurement
- Linking individual objectives to team and organizational success
- Balancing qualitative and quantitative performance indicators

### Module 4: Performance Appraisal Methods and Tools

- Traditional vs. modern appraisal methods
- 360-degree feedback and competency-based evaluations
- Integrating technology and HRIS in performance management

### Module 5: Coaching, Feedback, and Development Planning

- Providing effective feedback and conducting performance conversations
- Coaching employees for growth and development
- Creating personal development and improvement plans

### Module 6: Linking Performance to Rewards and Recognition

- Designing fair and motivating reward structures
- Differentiating performance levels objectively
- Promoting transparency and trust in evaluation outcomes

### Module 7: Monitoring, Review, and Continuous Improvement

- Evaluating the effectiveness of the PMS
- Gathering feedback for improvement
- Sustaining a culture of performance and accountability

## Certification

Participants who successfully complete the program will receive a Certificate of Completion in Designing and Implementing a Performance Management System.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

**In-House / Customized Training**

Interested in running this course for your team?

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