



HR Strategy and Training

# The Performance Management Professional

## Course Introduction

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In today's competitive and fast-paced business environment, HR professionals are at the forefront of designing and sustaining performance systems that align people with strategy, foster accountability, and support continuous growth. This 5-day certification program equips HR specialists with the practical tools, strategic frameworks, and behavioural insights needed to implement high-impact performance management systems.

Participants will learn how to design goal-setting structures, manage KPIs, lead performance conversations, and build a culture of accountability and development. The course also emphasizes how HR can leverage data, technology, and feedback processes to transform performance management into a powerful tool for talent development and business success.

## Target Audience

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- HR Business Partners
- Talent and Performance Management Specialists
- HR Managers and Officers
- Learning & Development Professionals
- People Strategy and OD Teams
- Anyone responsible for designing, managing, or improving performance systems in organizations

# Learning Objectives

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- Understand the full architecture and components of an effective Performance Management System (PMS), including planning, monitoring, and evaluation stages.
- Conduct data-driven performance analysis, interpret key trends, and identify actionable insights using real-time and historical data.
- Apply best practices in KPI reporting to ensure clarity, alignment, and strategic relevance across functions.
- Facilitate and participate in structured performance review meetings that promote accountability and continuous improvement.
- Develop mechanisms to systematically track the implementation of initiatives aimed at achieving performance objectives.
- Gain hands-on experience in recalibrating underperforming or misaligned performance management systems.
- Learn how to build and sustain a high-performance culture through HR-led interventions, coaching, and strategic alignment.
- Apply performance management principles across 12 practical, real-world scenarios representing common challenges faced by HR professionals.

# Course Outline

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- **DAY 01**

- **Strategic Foundations of Performance Management in HR**

- Evolution of performance management: trends and transformation
    - The strategic role of HR in performance culture
    - Architecture of a performance management system
    - Connecting organizational goals with employee output

- **Day 02**

- **Goal Setting, KPIs, and Performance Planning**

- Writing SMART goals and cascading objectives

- Designing and validating KPIs that matter
- Aligning team and individual KPIs with strategy
- Performance planning cycle and role clarity

#### • Day 03

### **Coaching, Feedback & Performance Review Meetings**

- Building a feedback-rich performance culture
- Structuring and facilitating effective performance review meetings
- Feedback frameworks: SBI, COIN, and feedforward
- Coaching managers to manage performance across diverse teams

#### • Day 04

### **Managing Performance Data, Underperformance & System Calibration**

- Using performance data to drive improvement
- Common pitfalls in performance evaluations
- Performance Improvement Plans (PIPs): design and implementation
- Recalibrating performance systems for fairness, agility, and business fit

#### • Day 05

### **HR as a Strategic Performance Partner**

- Tracking and reporting on initiatives and impact
- Role of HR in sustaining high performance
- Case study: Building a performance culture from the ground up
- Workshop: Applying performance management in 12 realistic HR scenarios (e.g., poor attitude, inconsistent performers, high potential burnout, misaligned goals, and more)

## **Confirmed Sessions**

FROM	TO	DURATION	FEES	LOCATION
June 23, 2025	June 27, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 4, 2025	Aug. 8, 2025	5 days	4950.00 \$	Spain - Barcelona

FROM	TO	DURATION	FEES	LOCATION
Nov. 2, 2025	Nov. 6, 2025	5 days	4250.00 \$	KSA - Riyadh
Dec. 29, 2025	Jan. 2, 2026	5 days	2150.00 \$	Virtual - Online