

PERFORMANCE MANAGEMENT EXCELLENCE



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TRAINING CENTER



Introduction

Performance management decides whether an organisation turns strategy into results or drifts between competing priorities. The Performance Management Excellence Course builds the full system: setting objectives, defining measures, reviewing performance, and improving it continuously. Participants learn how to design KPIs that mean something, build scorecards leaders actually use, and run review cycles that drive action. Furthermore, the course addresses appraisal conversations, underperformance, and incentive alignment. In addition, it covers benchmarking and performance reporting. As a result, delegates leave able to connect individual, team, and organisational performance into one coherent system.

Performance Management Excellence Course Objectives

- Build a performance management framework linking strategy, objectives, and measures.
- Design SMART objectives and cascade them across organisational levels.
- Develop effective KPIs using the SMART KPI criteria and leading versus lagging indicators.
- Build balanced scorecards and performance dashboards.
- Apply OKRs and Hoshin Kanri for strategy deployment.
- Run structured performance review cycles and check-in meetings.
- Conduct fair appraisal conversations using evidence-based assessment.
- Manage underperformance through performance improvement plans (PIPs).
- Apply benchmarking and capability maturity assessment methods.
- Align incentives and recognition with performance outcomes.

Course Methodology

- Interactive workshops led by performance management practitioners.

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- Case studies of organisations improving performance systems.
- Group exercises using KPI design templates and scorecard builders.
- Data workshops analysing real performance metrics and trends.
- Role-play of appraisal and underperformance conversations.
- Simulation of a performance review cycle across functions.
- Capstone project: presenting a performance management framework.

Who Should Take This Course

- Performance management and planning managers.
- HR business partners and talent professionals.
- Department heads and functional managers.
- Strategy and business excellence officers.
- Operations and quality managers.
- Team leaders accountable for team performance.

Performance Management Excellence Course Outlines

Day 1: Performance Management Foundations

- Purpose and scope of performance management systems.
- Linking strategy, objectives, and measurement.
- The performance management cycle: plan, monitor, review, act.
- Roles of managers, employees, and HR.
- Common failure points in performance systems.
- Performance culture and accountability principles.
- Exercise: mapping an organisation's current performance system.





Day 2: Objectives, KPIs, and Measurement Design

- Writing SMART objectives at every level.
- KPI selection using the SMART KPI criteria.
- Leading versus lagging indicators.
- Choosing the right number of measures.
- Setting targets, thresholds, and baselines.
- Avoiding gaming and unintended consequences.
- Workshop: designing a KPI set for a department.

Day 3: Scorecards, Dashboards, and Reporting

- Balanced scorecard: four perspectives and strategy maps.
- OKRs and their relationship to KPIs.
- Hoshin Kanri and the X-matrix for deployment.
- Building performance dashboards for decision-making.
- Visualisation principles and reporting cadence.
- Data quality, definitions, and ownership.
- Exercise: building a balanced scorecard.

Day 4: Review Cycles and Performance Conversations

- Designing monthly, quarterly, and annual review cycles.
- Running effective check-in and performance meetings.
- Evidence-based appraisal and rating methods.
- Giving constructive feedback using SBI.
- Handling disagreement, appeals, and fairness concerns.

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- Managing underperformance with a PIP.
- Role-play: conducting an appraisal conversation.

Day 5: Benchmarking, Improvement, and Incentives

- Benchmarking methods and performance comparison.
- Capability maturity models and gap analysis.
- Continuous improvement linked to performance data.
- Aligning incentives, bonuses, and recognition.
- Reporting performance to the board and stakeholders.
- Sustaining the performance system over time.
- Capstone project: presenting a performance management framework.

Conclusion

By successfully completing Performance Management Excellence, participants will have acquired practical knowledge of objective setting, KPI design, scorecards, review cycles, and performance improvement. They will understand how to build measures that guide behaviour and how to run fair, evidence-based performance conversations. In addition, they will gain confidence in managing underperformance and aligning incentives. Gentex Training Center builds this programme around applied practice, so delegates return ready to turn measurement into improved organisational results.

FAQs for the Performance Management Excellence course





Q1 What is the "Performance Management Excellence" course about?

It covers how organisations set objectives, measure performance, and review it to improve results. Participants learn KPI design, balanced scorecards, OKRs, review cycles, and appraisal conversations. The course connects individual, team, and organisational performance into one system.

Q2 What are the key benefits of the "Performance Management Excellence" course?

It improves clarity of expectations, focus, and accountability across teams. Participants gain practical KPI and scorecard design skills, stronger review discipline, and confidence in appraisal and underperformance conversations. Organisations benefit from better strategy execution and fairer performance decisions.

Q3 What skills will I gain from the "Performance Management Excellence" course?

Participants gain performance framework design, KPI and measurement development, scorecard and dashboard building, and performance review and improvement management.



Q4 What tools, methods, or standards are covered in the "Performance Management Excellence" course?

The course covers the performance management cycle (plan, monitor, review, act), SMART objectives, SMART KPI criteria, leading and lagging indicators, the balanced scorecard and strategy maps, OKRs, Hoshin Kanri and the X-matrix, benchmarking methods, capability maturity models, performance improvement plans (PIPs), the SBI feedback model, and performance dashboards.

Q5 How is the "Performance Management Excellence" course applied in real-world practice?

Participants apply it by cascading objectives, designing KPI sets with clear definitions, and building scorecards for management review. They then run regular review cycles, hold evidence-based appraisal conversations, act on underperformance through PIPs, and align incentives with measured results.