

PERFORMANCE MANAGEMENT TRANSFORMATION



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TRAINING CENTER



Introduction

Redesigning a performance management system is one of the hardest change programmes an organisation can run. Legacy appraisal routines, mistrust, and inconsistent data all resist reform. The Performance Management Transformation Course equips leaders and HR professionals to plan and deliver that change properly. Participants learn how to diagnose the current system, design a new framework, run pilots, and manage the cultural shift that makes new measures credible. Furthermore, the course covers communication, capability building, and system integration with HR technology. As a result, delegates leave able to replace outdated performance practices with a system people trust and use.

Performance Management Transformation Course Objectives

- Diagnose existing performance management systems using maturity and gap analysis.
- Build a transformation roadmap for performance management redesign.
- Redesign objectives, KPIs, and competency frameworks for the new system.
- Apply the balanced scorecard, OKRs, and Hoshin Kanri in the redesigned framework.
- Align performance systems with reward, talent, and succession processes.
- Manage the change using Kotter's eight-step model and the ADKAR framework.
- Communicate performance reform credibly and reduce organisational resistance.
- Build manager capability through training, coaching, and toolkits.
- Integrate performance data with HR information systems and analytics.
- Evaluate transformation success with adoption, fairness, and outcome metrics.

Course Methodology

- Interactive workshops led by performance transformation practitioners.

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- Diagnostic exercises using maturity models and gap analysis tools.
- Case studies of organisations that redesigned performance systems.
- Group work on transformation roadmaps and design blueprints.
- Role-play of stakeholder alignment and resistance conversations.
- Simulation of a phased rollout across business units.
- Capstone project: presenting a performance transformation plan.

Who Should Take This Course

- HR directors and performance management leaders.
- Organisational development and change managers.
- Strategy and business excellence officers.
- Department heads implementing new performance systems.
- HR business partners and talent professionals.
- Consultants supporting performance transformation.

Performance Management Transformation Course Outlines

Day 1: Diagnosing the Current Performance System

- Why performance management reforms fail.
- Assessing system maturity and design gaps.
- Auditing current objectives, ratings, and review practices.
- Evaluating data quality and system integration.
- Gathering employee and manager feedback.
- Identifying cultural barriers and trust deficits.



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- Exercise: conducting a performance system diagnostic.

Day 2: Designing the New Framework

- Defining principles for the redesigned system.
- Reworking objectives, KPIs, and competency frameworks.
- Applying the balanced scorecard, OKRs, and Hoshin Kanri.
- Choosing rating and calibration approaches.
- Linking performance to reward, talent, and succession.
- Designing continuous feedback and check-in practices.
- Workshop: drafting a performance framework blueprint.

Day 3: Technology, Data, and Integration

- HR information systems and performance modules.
- Defining data ownership, definitions, and quality controls.
- Building dashboards and performance analytics.
- Automating review cycles and reminders.
- Integrating performance data with learning and talent systems.
- Privacy, fairness, and ethical use of performance data.
- Exercise: mapping system and data requirements.

Day 4: Leading the Change and Building Capability

- Applying Kotter's eight-step model to performance reform.
- The ADKAR framework for individual transition.
- Stakeholder mapping and alignment for HR and line leaders.
- Manager capability building through toolkits and coaching.



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- Communication planning and handling resistance.
- Piloting the new system and refining from evidence.
- Role-play: addressing resistance from managers.

Day 5: Rollout, Evaluation, and Sustaining the System

- Phased rollout planning and governance.
- Training, onboarding, and support structures.
- Adoption, fairness, and outcome metrics.
- Reviewing the new system after the first cycles.
- Continuous improvement of the performance framework.
- Embedding performance dialogue into leadership routines.
- Capstone project: presenting a transformation plan.

Conclusion

By successfully completing Performance Management Transformation, participants will have acquired practical knowledge of system diagnosis, framework redesign, HR technology integration, change leadership, and transformation measurement. They will understand how to replace outdated performance practices without losing organisational trust, and how to build manager capability at scale. In addition, they will gain confidence in running phased rollouts. Gentex Training Center builds this programme around applied transformation practice, so delegates return ready to deliver a performance system people trust and use.





FAQs for the Performance Management Transformation course

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

It covers how to redesign an organisation's performance management system. Participants learn system diagnosis, framework design, HR technology integration, change leadership, and transformation measurement. The course focuses on replacing outdated practices with a system people trust.

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

It improves the chances that performance reform succeeds instead of stalling. Participants gain diagnostic tools, a redesign blueprint, change management methods, and evaluation metrics. Organisations benefit from fairer performance decisions, higher manager capability, and better alignment between performance, reward, and talent.

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

Participants gain performance system diagnosis, framework and KPI redesign, HR technology and data integration, and change leadership and transformation measurement.



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

The course covers maturity models and gap analysis, the balanced scorecard, OKRs, Hoshin Kanri and the X-matrix, calibration and rating approaches, HR information system performance modules, performance dashboards and analytics, Kotter's eight-step model, the ADKAR framework, stakeholder mapping, and adoption and fairness metrics.

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

Participants apply it by auditing the current system, designing a new framework, and piloting it in one business unit before scaling. They also build manager toolkits, run communication and training plans, integrate data with HR systems, and evaluate adoption and fairness after the first review cycles.