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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

# Course: Effective Performance Management

| Code | City | hotel | Start | End | price | Language - Hours |
|---|---|---|---|---|---|---|
| MT-111SA | Alula | Hotel Meeting | 2027-06-20 | 2027-06-24 | 10950 SR | En - 25 |

## Introduction

An adequately practical, designed, and effective performance management process requires various techniques, including agreeing on objectives, reviewing and monitoring performance, giving feedback, coaching, training and development, and rewarding.

This compelling, practical, and effective performance management course will articulate how these techniques are interconnected and contribute to the comprehensive role that HR and line managers play in creating a culture of successful performance management.

## Targeted Groups

- All planning personnel are involved in human resources management.
- All Managers and leaders involved in human resources management.
- Process and quality improvement personnel.
- Personnel with real leadership potential.
- Project management office (PMO) and managers.
- All HR personnel have an interest in employees` performance and appraisals.

## Course Objectives

**Participants in the practical and effective performance management course will be able to:**

- Understand performance management in a multicultural environment.

- Describe performance management`s purposes and significance from organizational perspectives.
- Describe the purposes of performance management from an individual`s point of view.
- Demonstrate the essential skills involved at each of the four stages of the performance management cycle.
- Describe best practices in addressing employee work performance issues.
- Align performance management strategies with corporate objectives.
- Create and implement an effective performance management framework.
- Recognize the vital skills managers, supervisors, and team leaders require for effective performance management.
- Effectively manage and enhance poor performance.

## Targeted Competencies

- Performance management.
- Decision-making and initiating action.
- Effective communication.
- Analytical thinking.
- Applying expertise and technology.
- Following instructions and procedures.
- Planning and organizing.
- Achieving goals and objectives.

## Course Content

### DAY 1: Introduction to Performance Management

- The context for performance management.
- Making a compelling case for performance management.
- Fundamental principles of what is effective performance management.
- Understanding motivational factors in performance.

- The role of HR within performance management.
- The responsibilities of Managers, Supervisors, and Team Leaders in performance management.
- Utilizing Competencies in Performance Management.
- Tackling the performance gap.

**DAY 2: Starting Well: Objectives and Feedback**

- Introducing your team to performance management principles.
- The critical importance of setting agreed-upon objectives.
- Balancing quantitative and qualitative performance objectives.
- Crafting SMARTMaC Objectives.
- Techniques for providing effective feedback.
- Methods of positive reinforcement.
- Strategies for constructive developmental feedback.
- Distinguishing between feedback and criticism.

**DAY 3: Relationships and Coaching**

- Understanding the ask/tell matrix.
- Practical applications of empowerment.
- Implementing the eight steps of an effective and practical coaching session.
- Addressing disciplinary issues professionally.
- Efficient complaint resolution.
- Management approaches to absenteeism and illness concerns.
- Strategies for improving attendance rates.

**DAY 4: Finishing Well: Making Appraisal a Motivating Experience**

- The purpose and value of performance appraisal.
- Structuring monthly/quarterly/annual reviews.
- Addressing practical issues in assessment.
- Reaching consensus on evaluations.
- Analyzing forced ranking and expected distribution methods.

- Performance appraisals link to reward systems.
- Utilizing merit pay as a motivator.
- Focusing on personal and professional development.

**DAY 5: Advanced Performance Management**

- Implementing 360-degree feedback systems.
- Leveraging emotional intelligence for performance improvement.
- Integrating strategic performance management practices.
- Understanding internal and external reporting frameworks.
- Utilizing balanced scorecard techniques for comprehensive reviews.
- Strengthening competitive advantage through performance strategies.
- Summarizing course takeaways.
- Crafting personalized development planning.

**The Scandinavian Academy for Training Center** adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

**Program Timings:  9:00 AM to 2:00 PM**

**The program includes:**

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

# Our Success Partners

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