TRAINING OUTLINE

COURSE TITLE	Performance Management & Employee Engagement
DURATION	1 day

Introduction

This workshop is designed to equip participants with practical knowledge and tools to implement an effective performance management system. It focuses on aligning organizational strategy with individual performance, setting clear expectations, monitoring progress, and conducting structured performance evaluations. Participants will gain hands-on experience through case studies, simulations, and group discussions to ensure immediate workplace application.

Training Objective

By the end of this programme, participants will be able to:

- Align organizational goals with individual performance outcomes
- Design clear KRAs (Key Result Areas) and measurable KPIs (Key Performance Indicators)
- Apply a structured performance management framework
- Conduct effective performance monitoring and feedback conversations
- Evaluate employee performance using data-driven approaches
- Develop action plans to improve and sustain employee performance

Who Should Attend?

Managers and Team Leaders, Supervisors, HR Practitioners, Executives involved in performance management processes

Learning Methodologies

Interactive Lectures, Group Discussions – Sharing of workplace challenges and best practices, Case Studies, Role Plays / Simulations, Individual Exercises, Group Activities & Presentations

Course Content

8:30 – 09:00

- Participant registration
- Pre-training networking

09:00 – 09:30

- Trainer introduction
- Participant self-introduction / icebreaker
- Workshop objectives & expectations
- House rules

9:30 – 10:45 (Module 1: Performance Management Framework

- Overview of Performance Management
- Performance Management Cycle
- Aligning Strategy → Organization → Individual
- Roles of HR & Line Managers

10:45 – 11:00 Morning Break

11:00 – 12:30 (Module 2: Goal Setting & Performance Planning)

- KRA vs KPI
- SMART Goals framework
- Types of performance goals

12:30 – 13:30 Lunch Break

13:30 – 14:45 (Module 3: Performance Monitoring & Feedback)

- Performance enablement & tracking
- Continuous feedback practices
- COIN-S Feedback Model

14:45 – 15:00 Afternoon Break

15:00 – 16:15 (Module 4: Performance Review & Evaluation)

- Pre-review preparation
- Reviewing outcomes (quantitative & qualitative)
- Writing performance conclusions

16:15 – 17:00 (Module 5: Reinforce & Develop Performance)

- Rewarding high performers
- Managing underperformance (PIP)
- 70-20-10 development model

17:00 – 17:30

- Trainer feedback, Q&A session, Key takeaways & closing