

Objective Personnel Performance Management

COURSE OVERVIEW

Effective performance management is the cornerstone of organizational success. This course equips HR professionals and team leaders with practical tools to implement objective, fair, and measurable performance management systems. It focuses on aligning individual goals with organizational objectives, promoting accountability, enhancing productivity, and driving employee engagement through transparent evaluation processes.

Delegates will explore how to set clear KPIs, conduct performance appraisals, give constructive feedback, and manage underperformance, ensuring a performance culture built on clarity, consistency, and results.

WHO SHOULD ATTEND?

This course is designed for HR Managers, Performance Management Officers, Line Managers, Supervisors, Team Leads, and professionals involved in staff evaluation, development, or employee performance strategy.

COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Design and implement an objective performance management system
- Align individual and team goals with strategic organizational priorities
- Set measurable and realistic Key Performance Indicators (KPIs)
- Conduct fair, structured, and motivating performance reviews
- Provide actionable feedback and manage performance conversations
- Address underperformance with confidence and consistency
- Use performance data to inform development and reward decisions

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- SMART goals, KPIs, and OKRs: setting targets that matter
- Behavioural and competency-based performance assessment
- Performance appraisal tools, forms, and rating systems
- Coaching, feedback, and development planning
- Legal and ethical considerations in performance evaluation
- Managing high performers vs. underperformers
- Linking performance with promotion, learning, and succession
- Templates for appraisal forms, performance trackers, and action plans

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded