



255-P25-VE



Virtual



14 hours

Course Description:

The course is designed for mid-level managers and operational staff in the banking industry, seeking to sharpen problem-solving skills for improved decision-making and workflow efficiency.

Target Audience:

This course is designed for Mid-level managers and operational staff in the banking sector

Course Objectives:

- Identify the philosophy of performance management
- Set key performance standards (KPIs) in alignment with the organization's strategic goals
- Explain the performance appraisal process

Course Outline

Module 1: Performance Management Philosophy

Session one: Foundations of Performance Management

- Introduction to Performance Management
- Performance Management System
- Assignment

Session two: Individual Impact Assessment

- Individual contribution and results
- Assignment

Module 2: Setting Performance Standards and KPIs

Session one: Effective Performance Standards

- Tangible Performance Standards
- Behavioral Performance Standards
- KPIs development
- Assignment

Session two: Maximizing Employee Impact

- Impact of Employees Performance
- Enhancing Employees Performance

- Alignment of performance with strategic goals
- Assignment

Module 3: Development of the Appraisal System

Session one: Managing Performance Appraisals

- Human errors
- Appraisal review meetings
- Assignment

Session two: Effective Documentation and Employee Development

- Documentation
- Developing employees
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades which is "100"

Upon Successful Completion of this Course, participants will obtain:

1.2 CEUs

Course Language:

English

Prerequisites:

None