Human Resources

9177

In-Class

24 hours

EGP 8,720

Course Description:

This course is designed to empower professionals with the tools and techniques needed to effectively manage Key Performance Indicators (KPIs) and enhance organizational performance through the Balanced Scorecard framework. Participants will gain a deep understanding of performance management systems, learn how to set and cascade SMART objectives, and develop strategic alignment across departments. Through practical modules, the course emphasizes continuous performance monitoring, coaching, appraisal, and reward systems to drive sustainable success.

Target Audience:

- Mid to senior-level managers responsible for team or departmental performance
- HR professionals involved in performance management and talent development

Course objectives:

By the end of the course, participants will be able to:

- Understand and implement a robust performance management system aligned with organizational goals.
- Develop and cascade SMART objectives that support strategic initiatives.
- Apply effective coaching and mentoring techniques to support ongoing performance improvement.
- Conduct fair and constructive performance appraisals using objective criteria.
- Design and implement performance-based reward systems that motivate and retain top talent.

Course Outline:

Module 1: Introducing Performance Management System

- Performance management system and developing performance goals
- Establishing performance expectations
- Planning performance
- Setting SMART objectives
- Formulating a performance agreement plan
- Cascading objectives

Module 2: Establishing Effective Objectives

- Cascading the vision, mission, and strategies
- The impact of critical success factors on performance
- The 3 types of performance criteria
- Key results areas – definition and examples
- Key performance indicators
- Corporate values – their importance

Module 3: Ongoing Follow-up (Coaching and Mentoring)

- Handling issues as they arise
- How to address performance
- Types of performance issues
- What influences performance
- Performance issue model

Module 4: Conducting Appraisal

- Evaluating performance through MBO-BARS
- Scoring results
- Conducting an effective appraisal meeting
- Agreeing on the appraisal form, plus setting the employee's development plan
- Evaluating form filling
- Formulating a bell curve
- Normal distribution
- Forced distribution

Module 5: Rewarding Performance

- Introduction to total rewards meaning
- Components of total rewards strategy
- Pay for performance
- Promotion and succession planning

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Program language:

English

Prerequisites:

N/A