



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Performance Excellence & Management

ACCREDITED BY
ACCET
A Partnership for Quality™

Human Capital



261-P26-CE



In-Class



16 hours

Course Description:

This course provides employees with practical insights into managing and enhancing performance. It covers the fundamentals of performance management, the role of KPIs in tracking progress, and techniques for setting measurable standards. Participants will also learn to navigate common challenges in appraisals, conduct productive review meetings, and align individual efforts with strategic goals.

Target Audience:

Mid-level managers and HR professionals

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

- Introduction to Performance Management
- Performance Management System
- Individual contribution and results

Module 2: Setting Performance Standard and KPIs

- Tangible performance Standards
- Behavioral Performance Standards
- KPIs development
- Impact of Employees' Performance
- Enhancing Employees' Performance
- Alignment of performance with strategic goals

Module 3: Development of the Appraisal System

- Human errors
- Appraisal review meetings
- Documentation
- Developing employees

Assessment Strategy:

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

Course completion will grant participants:

1.3 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None