

Human Capital



262-P26-VE



Virtual



14 hours



EGP 4,550

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:

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

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

Module 2: Setting Performance Standards 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:

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

Course completion will grant participants:

1.1 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None