

# € TRAINING

Business Performance Mastery





# Business Performance Mastery

## Introduction:

This training program is an intensive program designed to equip participants with the skills and knowledge needed to excel in optimizing organizational performance. Through a combination of theoretical concepts and practical exercises, participants learn how to design, implement, and manage strategies that drive business success.

## Program Objectives:

At the end of this program, the participants will be able to:

- Design, develop, and implement a strategy-based performance management action plan aligned with sustaining a high-performance culture and optimal financial outcomes.
- Identify and cultivate core behaviors essential for effective performance planning, including commitment to sound performance management principles.
- Understand the role of workplace motivation in influencing employee performance outcomes and learn proven strategies for rewarding and sustaining excellent performance.
- Ensure team unity and dedication to goals while managing expectations regarding how staff progress will be measured.
- Provide constructive feedback, continuous coaching, and adequate preparation for performance reviews to drive results and contribute to sustaining a high-performance culture within the organization.

## Targeted Audience:

- Human Resource and Employment Relations.
- Personnel Staff.
- All Line Managers.
- Team Leaders.
- Supervisors.
- Learning & Development Departments.
- Training Officers.
- Supervisors who are or will be accountable for the use and application of performance management and appraisal techniques.

## Program Outlines:

### Unit 1:

#### Introduction to Performance Management:

- The Context and Business Case for Performance Management.
- Strategic and Integrated Performance Management.
- The Importance of Establishing a Culture of High Performance.
- The Principles and Building Blocks of Effective Performance Management.
- The Role of HR and Leaders within Performance Management.
- Motivational Theories, Models and their Role in Performance Management.
- The Psychological Contract in Practice.

### Unit 2:

#### Performance Management: Setting Performance Objectives:

- What are the performance objectives?
- Key Elements of Performance Objectives - SMART.
- The Importance of Agreeing to Objectives.
- Quantitative and Qualitative Objectives.
- Developing SMARTMaC Objectives.
- Setting Objectives.
- Achieving Holistic Organization Integration - Vertical, Horizontal and Functional.

### Unit 3:

#### Performance Management: Key Performance Indicators KPIs:

- What are KPIs?
- Significance of Performance Objectives and KPIs.
- Developing the Best KPIs for Your Organization.
- Designing KPIs that Matter.

- The Value of the Balanced Scorecard BSC.
- The Purpose of Employee Appraisal.
- Managing Challenges with the Employee Appraisal.

#### Unit 4:

##### Performance Management: Managing Performance:

- Monitoring Employee Performance with Ongoing Review.
- Addressing the Performance Gap - Proven Approaches to Solving Performance Problems.
- Managing a Performance Problem.
- Improving Attendance at Work - Resolving Absences and Sick Absences.
- Agreeing with the Performance Appraisal Rating.
- Performance Appraisal and the Link to Rewards and Recognition.
- Benchmarked Performance Appraisal Methods.

#### Unit 5:

##### Impact of Positive and Constructive Feedback and Coaching:

- Optimal Feedback Models to Provide Constructive and Developmental Feedback.
- Impact of Giving and Receiving Useful Feedback.
- Coaching for Effective Performance.
- Continuing Professional Development: Personal Development Planning PDP.