



Certified Performance Management  
Professional (CPMP)



16 - 20 June 2024  
Amman (Jordan)  
ibis Amman



# Certified Performance Management Professional (CPMP)

REF: H1819 DATE: 16 - 20 June 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction

The purpose of this Certified Performance Management Professional CPMP course is to highlight the elements of performance management that lead to an effective and efficient organizational performance. This course will provide a strong foundation in deploying performance management by developing the next generation of performance experts. They will form the basis of the organization performance measurement capability.

In addition, this obtained performance knowledge will help you in understanding, establishing, activating, reporting and generating value by using KPIs across the organization. By completing this course, you will gain both the theoretical understanding and practical experience of using a variety of performance management tools and techniques.

## Course Objectives

At the end of this course the participants will learn:

- Performance Management
- Strategy Execution
- Performance & Strategy Framework
- Balanced Scorecard
- Employee Performance
- Key Performance Indicators
- KPIs Polarity, Types, & Documentation
- Target Setting Methods
- Reports Design
- Reporting Process
- Review Meeting
- Reporting IT System
- Cash & Non-Cash Rewards
- Kaizen Reward Program

## Targeted Audience

Anyone who is involved in performance management, staff level, HR team, managers, team leaders, directors, statistics team, reporting team, and performance professionals

## Course Outline

### Unit 1: Introduction

- Performance Management
- Strategy Execution
- Performance & Strategy Framework
- Preview
- Balanced Scorecard
- Employee Performance

## Unit 2: Key Performance Indicator

- KPIs Introduction
- KPIs Selection
- KPIs Quality
- KPIs Forms & Types
- KPIs Polarity, Status, & Documentation
- Target Setting
- Target Setting Methods & Example

## Unit 3: Reporting

- Reporting Introduction
- Reports Design
- Reporting Process
- Review Meeting
- Reporting IT System
- Kippy.cloud System

## Unit 4: Rewarding

- Cash & Non-Cash Rewards
- Kaizen Reward Program

## Unit 5: Terminology

- Templates Overview: BSC & Appraisal
- Templates Overview: Projects or Initiatives
- Templates Overview: Strategy & QPR
- Templates Overview: Kaizen & Maturity Assessment