



## CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL

LIVE ONLINE CERTIFICATION

### 2020 EDITIONS:

- > 11-15 MAY
- > 10-14 AUGUST



Implementing a successful employee performance management system by using a structured approach

### Key business benefits:

- > Enhance employee responsibility and productivity by implementing effective evaluations;
- > Ensure equitable treatment of employees through appraisals based on results and communication;
- > Improve business profits and organizational performance.

### Over the last years, the team at The KPI Institute:

- > Documented 8,000+ KPIs from 16 functional areas and 25 industries;
- > Reviewed 1,000+ performance reports from 125 countries;
- > Referenced 30,000+ resources as part of the documentation process.



# Course overview



This course will clarify key, specific, detailed concepts and will provide practical tools and techniques for implementing, improving or maintaining the company's employee performance management system.

Attendees will gain exposure to best practices in the field of performance management and will learn how to establish and use criteria for evaluating performance.

## 👤 Participants' profile

### > People interested in employee performance management

Entrepreneurs, analysts and professionals from any field, interested in employee performance management, will acquire the knowledge needed to understand the aspects that influence employee engagement and productivity and will access different methods that could help them improve.

### > Management representatives

Representatives of top/middle/line management and their respective organizations, regardless of their field of expertise, interested in measuring and evaluating employee performance, will be glad to discover a structured approach to the implementation of an employee performance management system, as well as best practices in the field.

### > HR professionals

This course offers HR professionals, such as HR Consultants, HR Managers or HR Associates, the opportunity to have exposure to a rigorous approach to individual performance management and evaluation, through the implementation of an integrated employee performance measurement system based on KPIs, behaviors and competencies. Starting from the processes and tools already used in their organizations, after completing this course participants can return to their organizations with a more coherent perspective on how an employee performance management system should work.

## + Benefits

- > Nurture core competencies in order to design, implement, monitor, evaluate and follow a performance management cycle in a successful manner;
- > Improve the visibility and clarify accountability related to performance expectations;
- > Implement the knowledge acquired during the training course, by accessing a set of performance management tools and relevant;
- > Identify the necessary corporate competencies and skills gaps to generate sustainable growth.

## + Learning objectives

- > Understand the fundamentals of the performance management framework;
- > Learn how to track the employee performance during each phase of performance management cycle;
- > Apply key tools to measure employees' results in a fair and objective manner;
- > Learn how to conduct efficient performance appraisals;
- > Gain the knowledge of developing a Performance Management System business case.



# Agenda

## Day 1 - 4h

### Introduction to Employee Performance Management

#### Employee Performance Management context

- > Benefits of implementing an Employee Performance
- > Management System;
- > Prerequisites of an Employee Performance Management System;
- > Governance for the Employee Performance Management;
- > Impact areas of an Employee Performance Management System;
- > Performance Management Cycle.

#### Employee Performance Management Architecture

- > The link between business strategic objectives and day-to-day actions;
- > Tools and techniques used in performance management;
- > Visibility and accountability through employee performance management.

## Day 2 - 4h

### Business Case for Employee Performance Management

#### Employee Performance Management

- > Importance of a business case for an implementation project;
- > Elements of a business case
- > Clarify organizational context
- > Design the system implementation project plan
- > Define the tools and templates to be used
- > Training sessions for management and employees
- > Launch and utilize the system
- > Monitoring and review implementation process

## Day 4 - 4h

### Managing Employee Performance

#### Employee Performance Management Cycle

- > Employee performance planning;
- > Mid-year performance review objectives;
- > Point of contact and support for employees;
- > Annual performance review.

#### Employee performance appraisal meeting

- > Preparation for the appraisal meeting;
- > Feedback techniques;
- > Active listening;
- > Performance conversations.

## Day 3 - 4h

### Measuring Employee Performance

#### Establishing performance criteria

- > Cascading objectives and KPIs from organizational to departmental and individual level;
- > Defining and selecting competencies;
- > Defining and selecting behaviors.

#### Evaluating Employee Performance

- > Employee performance evaluation form;
- > Evaluating KPI results;
- > Assessing competencies and behaviors;
- > Rating overall performance.

## Day 5 - 4h

### Nurturing Employee Performance

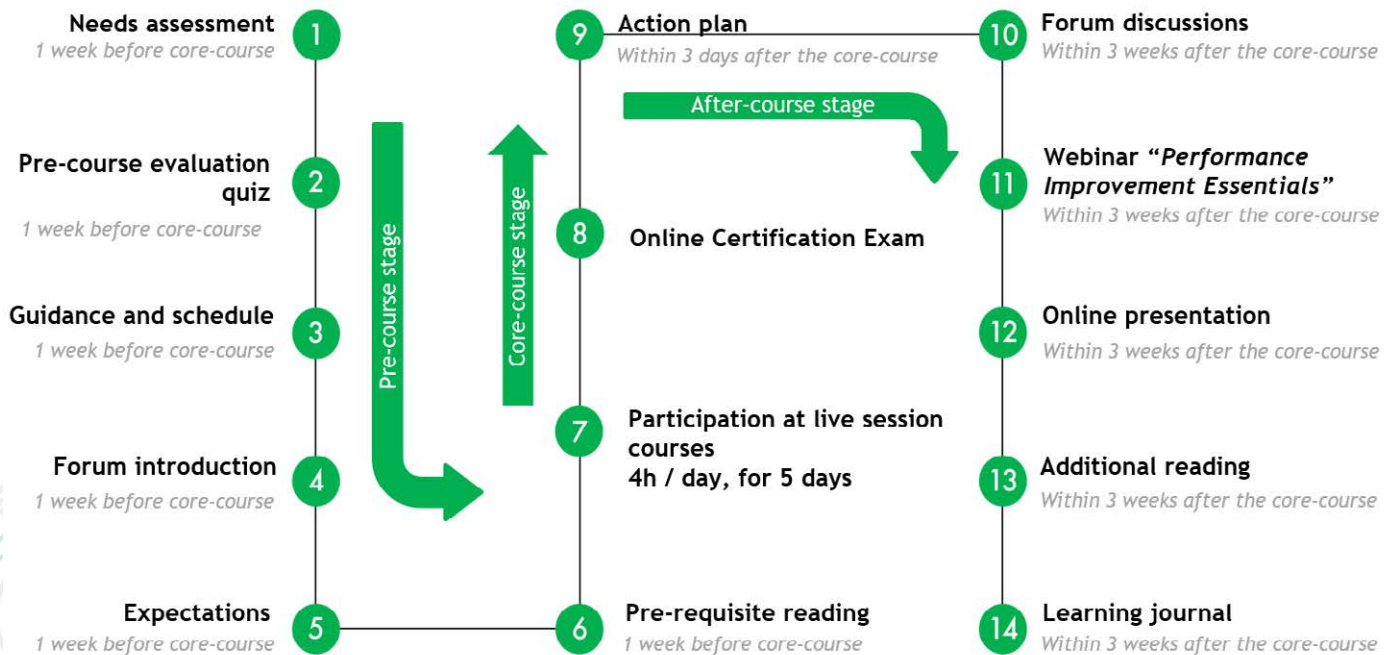
#### Talent management

- > Linking performance evaluation to talent management;
- > Employee performance plans: career path, development plan;
- > Compensation and benefits.

#### Review and Q&A

- > Course review;
- > Q&A.

# Certification Process

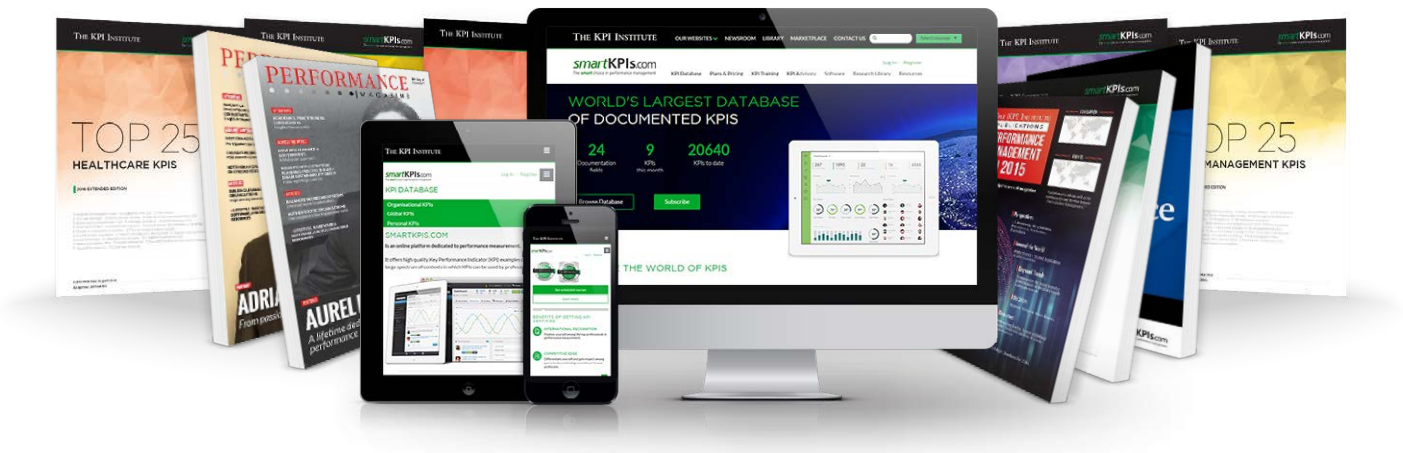


The certification process is finalized only when you complete all of the 3 stages of the learning experience. You will receive:

- > Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- > Certificate of Attendance (soft copy): after participating at the 5 days of live session course;
- > Certified Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience.



# Educational resources



## Course materials

- › Course slides;
- › Course notes;
- › Course quiz.

## Infographics

- › The KPI Infographic.

## The qualitative reports

- › Performance Management in 2012;
- › Performance Management in 2013;
- › Performance Management in 2014.

## Videos

- › 11 Videos dedicated to Performance Management.

## Webinars

- › Free access to all Performance Management webinars series from 2014 to 2016.

## Performance Management Toolkit

- › **Templates:** Behaviors Framework, Competencies Framework, Individual Performance Management Toolkit, Training Plan at Organizational Level, Rewards and Recognition List, Training Plan Sample for Individual Performance Management, Rewards Policy.
- › **Manuals:** Architecture and architecture levels, Informal Feedback Guide, Behaviors Framework Example, Competencies Framework Example, Performance Management Policy, Training Policy, Process Guide, Setting Objectives, Setting Competencies, Setting Behaviors.

## Premium subscription on smartKPIs.com

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20.000 KPIs enlisted and one research report from the Top 25 KPIs series.

# Facilitator

## Teodora Gorski

Managing Director ,TKI EMEA



Teodora Gorski is the Managing Director MENA at The KPI Institute, the global authority on Key Performance Indicators research and education, as well as a Project Management expert with experience in Research, Organizational Development and Human Resources. As a Managing Director, Teodora lead organizational development initiatives to support and enhance the organization's strategic plan and manages the development and growth of the MENA branch of the KPI Institute.

Some of Teodora`s most significant projects include designing and implementing various corporate expansion projects, implementing performance management systems and business development strategies for the Middle East. She also has experience in working with organizational design when it comes to managing structural change and ensuring organizational capability. Teodora has also been involved in determining companies' needs for human capital development and building a company's stock of HR to support organizational strategies.

Teodora has gained a solid background in working with performance management systems due to her activity as a consultant and analyst both at the corporate and NGO level. She acted as a project manager for various initiatives within the performance management and HR field.

As a facilitator, Teodora has developed and delivered training courses on enhancing the individual learning and soft skills of employees. As a Certified KPI Professional, Teodora has been involved in matters such as determining employee competencies and skills with a variety of national and international clients from diverse industries.

Teodora holds qualifications in International Business Administration, Project Management and Law, complemented by a certificate in Entrepreneurship and Venture Creation from the ISCTE Business School in Lisbon and a Human Resource Specialist Certificate.

# Course Fees



Language	Date	Hours/day	Start TIME ME	Start TIME SEA	Standard Fee	Special Fee
English	> 11 - 15 May	4	09:00 GST	13:00 GMT +8	<del>USD \$ 1,500</del>	USD \$ 1,250
English	> 10 - 14 Aug	4	09:00 GST	13:00 GMT +8	<del>USD \$ 1,500</del>	USD \$ 1,250

## Join as a Group

### Customized Live Online Group Training Programs

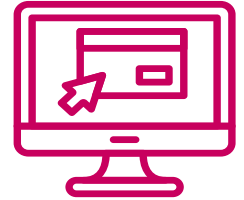
The KPI Institute is offering Customized Live Online Group Training Programs that provide a perfect blend of research, best-practice and best-in-class instructional design.

Leveraging on our extensive research work, our highly skilled faculty, our expertise in providing customized learning solutions, together with next-generation online technology, our Group learning programs are unique, accessible anytime, anywhere learning experiences that deliver results for employees and the organization.

This fully customized training solution supports organizations of all sizes to provide their employees with development opportunities in an efficient, impactful and cost-effective way.



# Benefits of customized live online sessions



## ▶ Flexibility and convenience

Participants can learn from anywhere and it can be scheduled in consecutive days throughout one week or selected days over 2 or more weeks. Participants can access learning materials from anywhere, anytime convenient for the group.

## ▶ Customized course content

Course content, case studies and exercises will be customized based on the group's industry or selected functional areas, as well as by assessing current needs and competency development requirements.

## ▶ Business continuity

Continuity of work with daily sessions scheduled for a maximum 4 hours to ensure both information assimilation efficiency and work-related task completion.

## ▶ Virtual collaborative learning

Facilitated inter-company learning is enabled, leading to Virtual Teams Cooperation and Communication, with the help of specialized E-Learning technology.

## ▶ Cost effectiveness

An estimated of up to 40% savings compared with traditional face-to-face in-house solutions, due to logistical burdens being waved from both customer and contractor.



Customized Live Online Group Courses	Online Live Format	Content details
Certification	5 Days - 4h/Day	Fully customized certification course
Masterclass	4 Days - 4h/Day	75% of the certification course content, selected based on group requirements
Essentials	2 Days - 4h/Day	50% of the certification course content, selected based on group requirements
Awareness Session	4 h	Selected 1 or 2 sessions from a certification content, depending on the length

Group sizes range from a minimum of 10, to a maximum of 25 participants.

Should you be interested in scheduling a live online Group training course, email us at [office@kpiinstitute.org](mailto:office@kpiinstitute.org) or contact one of the region representatives.

## Online Coaching (up to 4h)

- ▶ One of our consultants and facilitators will be dedicated to help customers individually achieve their business objectives, evaluate current systems or tools and provide feedback on how to improve current strategy, performance measurement and management practices.
- ▶ Our dedicated coaches are industry, capability and functional area experts who guide the participants in addressing their business needs and requirements.
- ▶ They will work closely with attendees and help them address their individual areas of improvement.
- ▶ We can assist in providing coaching on all the topics that we cover through our certification programs detailed in this brochure.

\*Live coaching will be provided via conference call. The session scheduling will be established either via email/conference call for all delegates or individually between each participant and the facilitator.

\*\*Hours to be accessed when required by scheduling as per customer preference and facilitator availability.

Get in touch with us for a customized quotation