



## CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

LIVE ONLINE CERTIFICATION

2020 EDITIONS:

> 26 - 30 APRIL

> 29 - 03 JULY



Explore the six pillars of a successful Performance Improvement System

### Key business benefits:

- > Experience the real business applicability of theoretical concepts;
- > Manage poor performance in a measurable and effective manner;
- > Manage the organizational decision making process by experiencing a variety of business scenarios.

### 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



The course provides a strong foundation towards managing performance in different scenarios, by presenting relevant tools, processes and techniques meant at closing the performance gap. This training course presents 6 pillars that need to be applied to ensure performance improvement, starting from data analysis and reporting, continuing with decision making and initiative management and ending with learning and building a performance culture. These six pillars are then applied in 12 scenarios, starting from different levels across the company, to diverse capabilities and different stakeholders.

## 8 Participants' profile

### > Individuals interested in performance management

Entrepreneurs, analysts and professionals from different fields, interested in performance management, will acquire the knowledge needed to better understand performance management. The networking opportunity and the possibility of sharing knowledge and personal experiences constitute a unique learning experience that facilitates the acquisition and

### > Top/middle/lower management people

Individuals from top/middle/lower management and their respective organizations, regardless of their field of expertise, will be glad to discover that the "Certified Performance Management Professional" course provides the pillars, tools and resources required for the effective implementation of a Performance Management System within their organizations.

### > Performance management experts

Professionals who occupy positions such as Strategy Manager, Performance Manager or Performance Architect, who already use certain practices within their organizations or have already implemented certain processes and tools, now have the opportunity to check whether the business activity lives up to the standards, and thus, to identify improvement opportunities.

## + Benefits

- > Manage performance at all levels, by identifying and addressing specific challenges;
- > Develop and maintain a functional Performance Improvement System;
- > Enhance the decision making process by using relevant data;
- > Nurture a performance culture.

## + Learning objectives

- > Understand the Performance Management System architecture;
- > Rigorously conduct the data analysis process;
- > Get insights on best practices in reporting KPIs;
- > Practice performance review meetings;
- > Gain practical experience in recalibrating the Performance Management System;
- > Discover how to build a performance culture;
- > Practice performance improvement in 12 different scenarios.



# Agenda

## Day 1 - 4h

### Performance Management Framework

- > System Architecture;
- > The importance of implementing a Performance Management System;
- > The Performance Management System Governance;
- > The Performance Management levels;
- > The Performance Management System tools.

### Performance management scenarios

- > Levels: organizational, divisional, departmental, employee;
- > Capabilities: project management, process management, quality management, customer service management;
- > Stakeholders: supplier performance, Joint Ventures performance, Board performance, personal performance.

## Day 4 - 4h

### Learning and improvement

- > Performance Management Lifecycle – Evolution;
- > Strategy review;
- > Performance Management System recalibration;
- > Organizational Capability Maturity Models;
- > Performance Improvement Maturity Model.

### Building a performance culture

- > Change management;
- > Employee performance management;
- > Employee engagement;
- > Bonus systems examples;
- > Gamification.

## Day 2 - 4h

### Data analysis

- > Data quality dimensions;
- > Levels of data analysis;
- > Business analysis techniques.

### Data reporting

- > Report compilation;
- > Data visualization rules for well structured reports;
- > Performance report communication channels.

## Day 5 - 4h

### Levels

- > Organizational performance management;
- > Divisional performance management;
- > Departmental performance management;
- > Employee performance management;

### Capabilities

- > Project management; Process management;
- > Quality management; Customer service management;
- > Stakeholders; Supplier performance;
- > Joint Ventures performance; Board performance; Personal performance.

## Day 3 - 4h

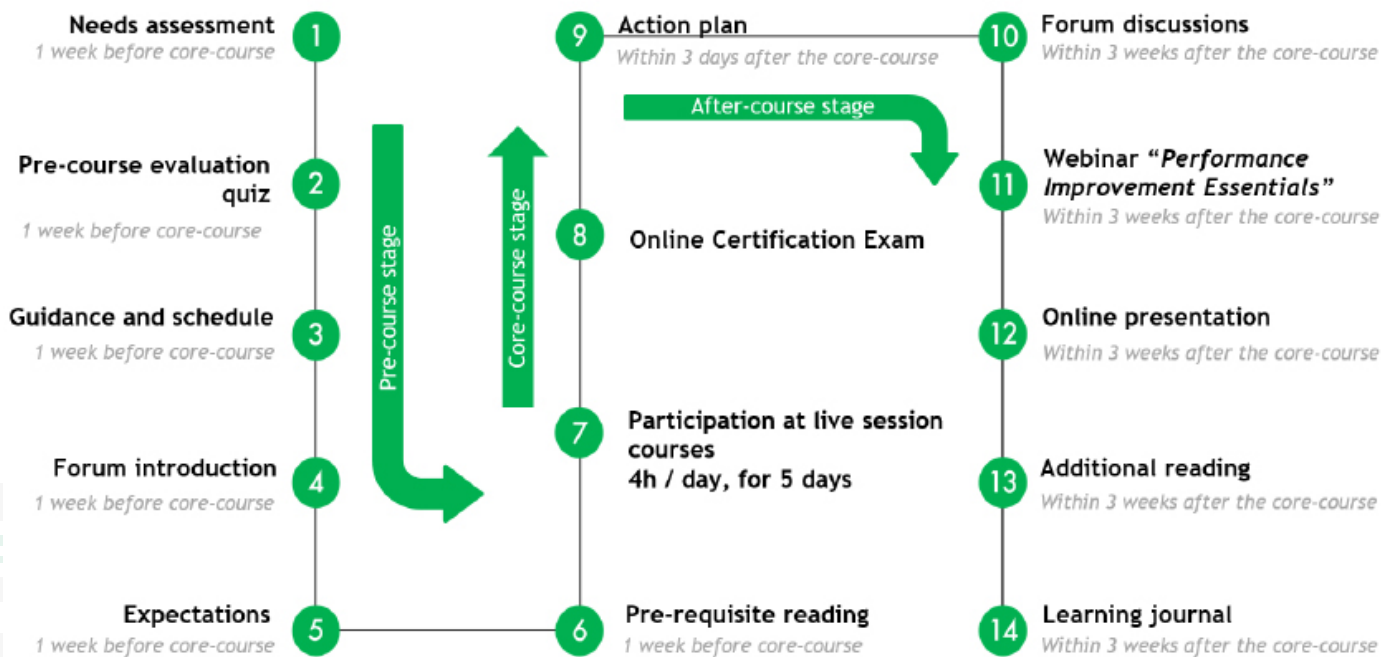
### Decision making

- > Performance review meetings;
- > Decision making process;
- > Effective follow up of performance review meetings.

### Initiative management

- > Portfolio of Initiatives development;
- > Initiatives documentation form functions;
- > Initiatives documentation process;
- > Monitoring the initiatives implemented.

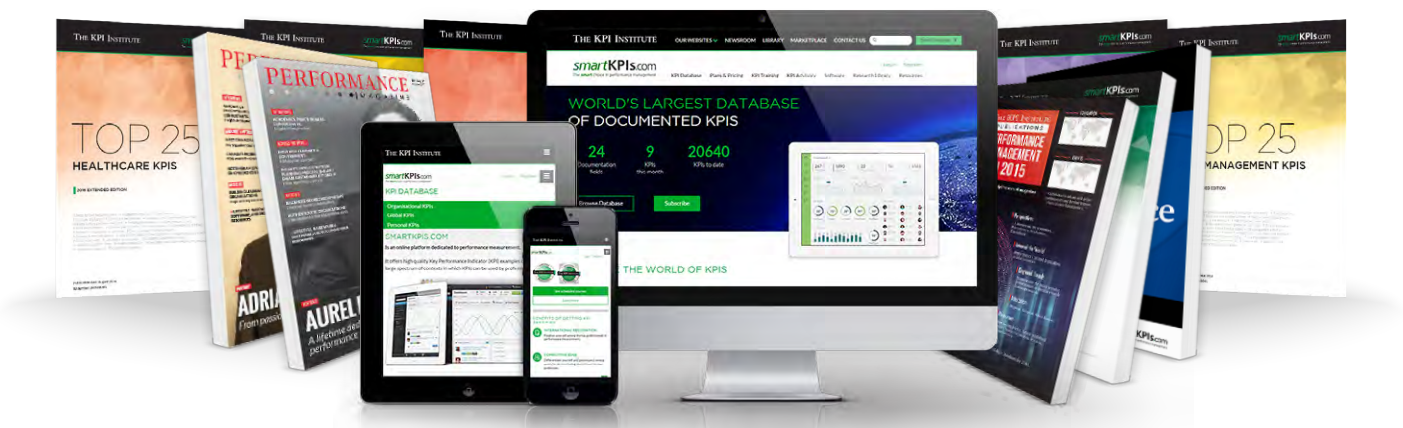
# Certification Process



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;
- › The KPI Infographic.

## The qualitative reports

- › Performance Management in 2014 and 2015.

## Catalogues

- › KPI Documentation Forms;
- › Negative Behaviors;
- › Targets in Practice;
- › Dashboards;
- › Scorecards;
- › Hardware;
- › Graphs in Practice;
- › Glossary of terms.

## Videos

- › 11 Videos dedicated to Performance Management.

## Fact sheets

- › KPI Definitions, KPIs in Practice;
- › Terminology in Practice;
- › KPI Selection Criteria;
- › Performance Management Related Theories.

## Webinars

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

## Performance Management Toolkit

- › **Templates:** Desired State of Evolution, Strategy Map, Performance Scorecard, Performance Dashboard, Performance Healthogram, Initiatives Portfolio, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard;
- › **Manuals:** Performance Scorecard Guide for Administrator, Performance Dashboard Guide for Administrator;
- › **Publications:** KPIs for Human Resources Dashboard, KPIs for Human Resources Scorecard.

## 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

## Andrea Minelli

Management Consultant, The KPI Institute



Andrea Minelli is a Management Consultant at The KPI Institute.

The KPI Institute is a research institute specialized in business performance which operates research programs in 12 practice domains ranging from strategy and KPIs to employee performance and from customer service to innovation performance.

Andrea is a Certified KPI Professional, Certified KPI Practitioner and Certified Benchmarking Professional and has delivered over 400 training and advisory workshop hours last year.

As a researcher, Andrea's work in the field of performance measurement and performance management lead to the development of "The Utilities Performance Benchmarking Report Series 2017" a 6 Report-Series based on Utilities Performance. Besides documenting and reviewing KPIs, Andrea's research activity in the Performance Management and Organizational Development field is completed by writing research-based articles for the Performance Magazine, The KPI Institute's online magazine dedicated to strategy and performance.

As a consultant, Andrea has gathered experience in guiding professionals, operating in different industries and sectors, in their journey of implementing Performance Management Systems using solutions such as the Balanced Scorecard. Some of the most significant consultancy projects: Performance Management System Implementation at Corporate, Departmental, Function and Individual Level, Agile Employee Performance Appraisals. In terms of training, some of the significant projects are the in-house training program for Qatar Foundation, The Certified KPI Professional training for Poivre Corporate Services (Mauritius) and the open-course training in Algeria, Philippines, Serbia, Malaysia, Bangladesh and Cambodia among others.

As an educator, Andrea has delivered open format and in-house training courses, workshops, business simulations, podcast and webinars related to the use of KPIs in organizational context, performance measurement, management, utilization of the Balanced Scorecard and healthcare Performance Management to professionals from a variety of domains. The main training programs include: Certified KPI Professional, KPI Masterclass, Certified Performance Management Professional. Andrea has delivered webinars on several topics, such as: KPI Selection Techniques, Best practices associated with PMS implementation, Healthcare Performance Management Systems and Stakeholders buy-in.

# Course Fees



Language	Date	Hours/day	Start TIME ME	Start TIME SEA	Standard Fee	Special Fee
English	> 26 - 30 April	4	09:00 GST	13:00 GMT +8	<del>USD \$ 1,500</del>	USD \$ 1,250
English	> 29 - 03 July	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