Consulting and Training | Reach New Heights

Course Name

Certified Performance Management Professional (Physical)

Sector Name

Internationally Certified Training Programs

Document Type

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Course Introduction

The course approaches performance management as a process that arches over internal measurement practices to effectively meet organizational objectives. The course is also about managers. It clarifies the role of managers in successfully delivering the organization's strategy while providing them with the right skillset and toolset to do so. The course summits with a highly interactive and applicative session in which participants learn how to manage and improve organizational results. As part of this process, participants are involved with rooting out operational issues based on underperforming KPIs, performing cause and effect analysis, managing/cascading initiatives, and designing an overall action plan for organizational improvement.

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Target Audience

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 ability to network extensively and the possibility of sharing knowledge and personal experiences make this course a unique learning experience that facilitates the acquisition and assimilation of performance management skills.

Top/middle/lower management professionals:

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 Managers, Performance Manager or Performance Architects, who already use certain practices within their organizations or have already implemented certain processes and tools, now have the opportunity to check whether their business activity lives up to the standards and thus, to identify improvement opportunities.

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Learning Objectives

- ✓ Build key competencies within the Performance Management Office
- ✓ Develop a Performance Management System Evaluation Scorecard
- ✓ Identify the main problems associated with under-performing KPIs
- ✓ Learn how to use the right tools for effective problem-solving
- ✓ Develop an action plan for the overall improvement of the reporting process in the organization

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Course Outline

✓ 01 Day One

Introduction to Performance Management:

- ✓ Key Performance Management Concepts
- ✓ Evolution of Performance Management
- ✓ Performance Management Frameworks
- ✓ Performance Management System Architecture

Trends Shaping Performance Management Practices:

- ✓ Digital Transformation
- ✓ Stakeholder Capitalism
- ✓ ESG & Sustainability
- ✓ Agility
- ✓ Resilience

Performance Management System Governance:

- ✓ State of Performance Management Systems Worldwide
- ✓ Benefits of Having a Performance Management Office in the Organization
- ✓ Integration Performance Management Processes with Key Organizational Processes
- ✓ Best Practice Profile of the Performance Management Function
- ✓ Performance Management Implementation Business Case

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Course Outline

✓ 02 Day Two

The Performance Management Process:

- ✓ Main Features of the Performance Management Process
- ✓ Performance Management System Governance Models
- ✓ Performance Reporting Requirements
- ✓ Management Reporting Structure
- ✓ Data Quality and Audit

Performance Management Tools:

- ✓ Desired State of Evolution
- ✓ Strategy Map
- ✓ Performance Scorecard
- ✓ Performance Dashboard
- ✓ Performance Management System Integration

Performance Enablers:

- ✓ Leadership and Communication
- ✓ People
- ✓ Organizational Environment
- ✓ Innovation

✓ Technology

Learning and Improvement:

✓ Framework for Continuous Improvement
✓ Performance Management System Optimization
✓ Improving Performance Results
✓ Learning and Improvement Techniques

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Course Outline

✓ 03 Day Three

Corporate Performance Management:

- ✓ Performance Management System Evaluation
- ✓ Departmental Scorecard
- ✓ Development Process Map
- ✓ Departmental Scorecard
- ✓ Development RASCI MAtrix
- ✓ Performance Management Tools and Initiatives
- ✓ Data Gathering and Reporting

Departmental Performance Management:

- ✓ Underperforming KPIs and associated problems
- ✓ Cause and Effect Analysis
- ✓ Drafting Improvement Initiatives
- ✓ Cascading Initiatives
- ✓ Key Initiative Performance Indicators
- ✓ Action Plan for Improvement

Individual Performance Management:

- ✓ Agile Employee Performance Management
- ✓ Continuous Employee Performance Management Cycle

- ✓ Meetings and Check-In Discussions
- ✓ Performance Matrix Analytics

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 30, 2026	Dec. 2, 2026	3 days	3250.00 $	UAE , Dubai
July 26, 2027	July 28, 2027	3 days	3950.00 $	Malaysia , Kuala Lumpur
Aug. 15, 2027	Aug. 17, 2027	3 days	3250.00 $	KSA , Riyadh
April 4, 2027	April 6, 2027	3 days	3250.00 $	KSA , Jeddah

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