Consulting and Training | Reach New Heights

Course Name

Certified Performance Management Professional (Live Online)

Sector Name

Internationally Certified Training Programs

Document Type

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Course Introduction

The Certified Performance Management Professional course approaches performance management as a key capability for successful organizations, as the backbone structure for strategy planning and execution. The training curricula are centered on the design of specific processes that support the growth of a performance culture, the measurement and reporting of performance for informed business decisions. The course is highly interactive and engages participants in real-life KPI usage scenarios, such as exploring potential causes for poor performance and creating a meaningful action plan or aligning strategic objectives to projects to create alignment between strategy and operations.

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Target Audience

Strategy and Performance Management Experts:

Strategy Managers, Business Planning Specialists, Performance Measurement Specialists and independent Business Management Consultants have the opportunity to obtain a premium certification for their skills in the area of corporate and operational performance management. This course provides the opportunity to compare personal perspectives with best practices, to liaison with industry peers and to practice under the guidance of an experienced facilitator.

Executives and Managers:

Professionals from all management levels, regardless of their specific industry or functional area, will benefit from this course as it provides the fundamental pillars, tools, and know-how to operate effectively a Performance Management System. They will learn how to make a better usage of performance management instruments, how to engage the key to building a result-oriented culture, and how to leverage data for better decision-making.

Professionals interested in Performance Management:

Entrepreneurs, business analysts, and professionals from different fields have the opportunity through this course to better grasp the particularities of performance management and they can explore the application of key principles in their area of activity with the support of the training facilitator.

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Learning Objectives

- ✓ Identify the key competencies needed to build the internal performance management capability
- ✓ Design the main tools for a performance management architecture
- ✓ Use performance data to leverage decision-making and execute strategy
- ✓ Improve the performance reporting process in the organization
- ✓ Nurture fundamental enablers for the growth of a result-oriented organizational culture

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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

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Course Outline

✓ 02 Day Two

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

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

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Course Outline

✓ 03 Day Three

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
- ✓ Culture and Innovation
- ✓ Technology

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Course Outline

✓ 04 Day Four

Learning and Improvement:

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

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

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Course Outline

✓ 05 Day Five

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
Oct. 26, 2026	Oct. 30, 2026	5 days	2150.00 $	Virtual , Online
July 19, 2027	July 23, 2027	5 days	2150.00 $	Virtual , Online
May 24, 2027	May 28, 2027	5 days	2150.00 $	Virtual , Online
March 29, 2027	April 2, 2027	5 days	2150.00 $	Virtual , Online

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