



Consulting and Training | Reach New Heights

Course Name

KPIs - Entry to Mid

Sector Name

HR Strategy and Training

Document Type

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KPIs - Entry to Mid

Course Introduction

Key Performance Indicators (KPIs) are essential tools for translating objectives into measurable outcomes. For professionals at the entry to mid-level, KPIs are not about complex analytics, they are about clarity, focus, and performance tracking.

Developed by **Boost**, this course is designed to help participants understand how KPIs are selected, defined, and used effectively to monitor performance and support decision-making. The program emphasizes practical KPI thinking, avoiding common measurement mistakes, and ensuring KPIs drive behavior—not just reports.

Boost's KPIs - Entry to Mid-course equips participants with the ability to work confidently with performance indicators in HR and business environments.

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Target Audience

- ✓ HR professionals
- ✓ Supervisors and team leaders
- ✓ Operations and support staff
- ✓ Analysts at entry to mid-level
- ✓ Employees involved in performance tracking

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Learning Objectives

- ✓ Understand the purpose and role of KPIs in performance management
- ✓ Differentiate between objectives, metrics, and KPIs
- ✓ Select relevant KPIs aligned with goals
- ✓ Define clear and measurable KPIs
- ✓ Use KPIs to monitor performance and support decisions
- ✓ Avoid common KPI design and usage mistakes

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Course Outline

✓ DAY 01

Understanding KPIs and Performance Measurement

Module 1: What KPIs Really Measure

- ✓ Purpose of performance measurement
- ✓ KPIs vs. metrics vs. targets
- ✓ Why organizations fail at measurement

Module 2: Role of KPIs in Performance Management

- ✓ Linking KPIs to objectives
- ✓ KPIs as decision-support tools
- ✓ Behavioral impact of KPIs

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Course Outline

✓ Day 02

Selecting the Right KPIs

Module 3: Identifying What Should Be Measured

- ✓ Critical success factors
- ✓ Outcome vs. activity indicators
- ✓ Prioritizing what matters most

Module 4: Aligning KPIs with Goals

- ✓ Organizational, departmental, and individual KPIs
- ✓ Alignment across levels
- ✓ Avoiding KPI overload

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✓ Day 03

Defining and Structuring KPIs

Module 5: Writing Clear KPI Definitions

- ✓ KPI description and calculation logic
- ✓ Measurement frequency and ownership
- ✓ Setting realistic targets

Module 6: Data Sources and Measurement Quality

- ✓ Data availability and reliability
- ✓ Consistency in measurement
- ✓ Common data-related pitfalls

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✓ Day 04

Using KPIs to Monitor and Improve Performance

Module 7: Interpreting KPI Results

- ✓ Reading trends and patterns
- ✓ Identifying performance gaps
- ✓ Understanding cause vs. effect

Module 8: Using KPIs for Improvement

- ✓ Translating results into actions
- ✓ Continuous performance improvement
- ✓ Avoiding misuse of KPIs

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✓ Day 05

KPI Governance and Practical Application

Module 9: Managing KPIs Over Time

- ✓ Reviewing and updating KPIs
- ✓ Maintaining relevance
- ✓ Managing KPI fatigue

Module 10: Applying KPIs in Daily Work

- ✓ Communicating KPI results
- ✓ Supporting management discussions
- ✓ Building confidence in KPI usage

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Feb. 1, 2027	Feb. 5, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 24, 2026	Aug. 28, 2026	5 days	2150.00 \$	Virtual , Online
Oct. 4, 2026	Oct. 8, 2026	5 days	4250.00 \$	KSA , Riyadh
May 24, 2027	May 28, 2027	5 days	4950.00 \$	Spain , Barcelona

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