Global Horizon
TRAINING CENTER

Training Course:
Effective Performance Management

20 - 24 July 2026
Kigali (Rwanda)

Training Course:
Effective Performance Management

Training Course code: HR3010 From: 20 - 24 July 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 Euro

Introduction

This program, designed by Global Horizon Training Center, provides a comprehensive framework for designing and implementing effective performance management systems that drive organizational success.

A well-structured performance management process goes beyond appraisal it integrates objective setting, continuous feedback, coaching, development, and reward systems. This course demonstrates how these components interconnect and how both HR professionals and line managers contribute to achieving high performance.

The program combines theoretical foundations with practical application, ensuring that participants not only understand performance management concepts but also develop the skills required to implement them effectively. Daily workshops reinforce learning through hands-on practice, enabling participants to confidently manage performance in real workplace scenarios, including multicultural environments.

Objectives

By the end of this program, participants will be able to:

- Understand performance management within multicultural work environments
- Explain the organizational and individual purposes of performance management
- Apply the four key stages of performance management effectively
- Develop skills in objective setting, feedback, coaching, and appraisal
- Address and improve employee performance issues using best practices
- Link performance management systems to corporate strategy
- Enhance employee engagement and productivity through structured performance processes

Target Audience

- HR Managers and HR Professionals
- Line Managers, Supervisors, and Team Leaders
- Organizational Development Specialists
- Training and Development Professionals
- Professionals responsible for performance appraisal and employee development

Outlines

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Day 1: Introduction to Performance Management

- The context and importance of performance management
- Principles of effective performance management
- Understanding motivation and performance drivers
- Roles of HR and line managers
- Competency frameworks in performance management
- Identifying and addressing performance gaps

Day 2: Setting Objectives and Providing Feedback

- Communicating performance expectations
- Setting quantitative and qualitative objectives
- SMARTMaC objective framework
- Delivering effective feedback
- Positive reinforcement techniques
- Developmental feedback vs. criticism

Day 3: Coaching and Managing Relationships

- The Ask/Tell coaching model
- Empowerment and accountability
- Steps of an effective coaching session
- Handling disciplinary issues
- Managing complaints and conflict
- Addressing absenteeism and attendance challenges

Day 4: Performance Appraisal and Motivation

- Purpose and structure of performance appraisals
- Conducting monthly, quarterly, and annual reviews
- Managing evaluation discussions
- Performance distribution and ranking methods
- Linking appraisal outcomes to rewards and merit pay
- Supporting employee development planning

Day 5: Advanced Performance Management

- 360-degree feedback systems
- Emotional Intelligence in performance management
- Strategic performance management integration
- Reporting frameworks and performance metrics
- Balanced scorecard techniques
- Linking performance management to competitive advantage
- Course summary and personal development planning

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Registration form on the Training Course: Effective Performance Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Company Information

Company Name: .....
Address: .....
City / Country: .....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

☐ Please invoice my company

Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.

Fax your completed registration form to: +20233379764

E-mail to us : info@gh4t.com or training@gh4t.com

Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.