



*Training Course:  
Organizational Performance Management and  
Improvement*

*19 - 23 October 2026  
Kigali (Rwanda)*

# Training Course: Organizational Performance Management and Improvement

Training Course code: MA234743 From: 19 - 23 October 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

## Introduction

Organizational analysis is a critical process that enables public sector institutions to assess performance, identify gaps, and implement strategies for continuous improvement. The [Organizational Analysis and Performance Management for Public Sector Excellence](#) program equips participants with the tools and frameworks needed to evaluate organizational effectiveness and align performance management with strategic objectives.

This program focuses on enhancing accountability, improving performance measurement systems, and fostering a high-performance culture within public sector organizations.

## Course Objectives

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

- Design and implement organizational analysis frameworks
- Align performance management initiatives with organizational goals
- Overcome resistance to performance measurement and reporting
- Apply evidence-based performance measurement and benchmarking techniques
- Lead cultural and organizational change initiatives
- Develop and manage performance improvement teams
- Integrate performance management with broader organizational strategies
- Address and resolve work-performance challenges effectively

## Target Audience

This program is designed for:

- Public Sector Managers and Team Leaders
- Supervisors responsible for performance management systems
- Performance Management Officers
- Human Resource Directors
- Employee Relations Managers

## Outline

Day 1 - Defining Performance Management Scope and Strategy

- Identifying performance improvement opportunities
- Aligning initiatives with organizational policies and goals
- Fundamentals of project management for performance improvement
- Building performance improvement teams
- Gaining stakeholder buy-in internal and external
- Linking performance management with legislative priorities
- Designing goals for high-performance organizations
- Introduction to the 4-step implementation model Diagnostic, Design, Implement, Review

#### Day 2 - Performance Management Frameworks and Maturity

- Understanding performance management as a strategic enabler
- Public sector performance management maturity models
- Best practices in public and non-profit organizations
- Conducting organizational assessments and reviews
- Key principles of effective performance management
- Customizing performance approaches using capacity-building models

#### Day 3 - Strategy Development and Implementation

- Applying the 4-step implementation model
- Diagnostic: assessing current performance and identifying gaps
- Designing future-state performance frameworks
- Balanced Scorecard and strategic alignment
- KPIs and OKRs in public sector organizations
- Benchmarking and performance comparison
- Implementation planning: timelines, milestones, and quick wins
- Communication strategies for performance initiatives
- Monitoring and evaluation of performance outcomes

#### Day 4 - Driving Performance and Organizational Results

- Role of employee performance reviews
- Performance analysis and data-driven decision-making
- Identifying and addressing performance gaps
- Managing performance-related challenges
- Enhancing motivation, engagement, and transparency
- Linking performance evaluation to rewards and recognition

#### Day 5 - Sustaining Performance Excellence

- Developing sustainability action plans
- Feedback models for continuous improvement
- Coaching and mentoring for performance enhancement
- Building a culture of continuous improvement
- Reviewing performance strategies and outcomes
- Ensuring long-term organizational success and adaptability

## Registration form on the Training Course: Organizational Performance Management and Improvement

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

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### Person Responsible for Training and Development

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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