



*Training Course:
Effective Performance Management*

*26 - 30 April 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Effective Performance Management

Training Course code: MA1139 From: 26 - 30 April 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

In today's results-driven environment, organizations must ensure that individual and team performance is aligned with strategic objectives. Effective performance management is essential for driving productivity, improving accountability, and achieving sustainable organizational success.

This program, developed by [Global Horizon Training Center](#), provides participants with practical tools and frameworks to design, implement, and manage performance systems that deliver measurable results. It focuses on setting clear expectations, monitoring performance, providing constructive feedback, and fostering a culture of continuous improvement.

Participants will gain the skills needed to manage performance effectively, motivate employees, and enhance organizational efficiency through structured performance management practices.

Course Objectives

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

- Understand the principles of performance management
- Align individual and team performance with organizational goals
- Set clear objectives and performance standards
- Apply performance measurement tools and KPIs
- Conduct effective performance reviews and appraisals
- Provide constructive feedback and coaching
- Address performance gaps and improve productivity
- Foster a culture of accountability and continuous improvement

Target Audience

This program is designed for:

- Managers and Supervisors
- Team Leaders and Department Heads
- HR and Performance Management Professionals
- Project and Program Managers
- Organizational Development Specialists
- Public Sector and Government Employees
- Professionals responsible for monitoring and improving performance

Outline

Day 1: Foundations of Performance Management

- Introduction to Performance Management Concepts
- The Performance Management Cycle
- Aligning Performance with Organizational Strategy
- Roles and Responsibilities of Managers
- Setting Performance Expectations
- Case Studies on Performance Systems

Day 2: Goal Setting and KPI Development

- Setting SMART Objectives
- Developing Key Performance Indicators KPIs
- Linking KPIs to Strategic Goals
- Performance Standards and Benchmarks
- Cascading Goals Across the Organization
- Avoiding Common KPI Pitfalls

Day 3: Monitoring and Measuring Performance

- Tracking and Monitoring Performance
- Using Performance Dashboards and Reports
- Data Collection and Analysis
- Identifying Performance Gaps
- Continuous Feedback Mechanisms
- Mid-Year Reviews and Adjustments

Day 4: Performance Appraisal and Coaching

- Conducting Effective Performance Appraisals
- Providing Constructive Feedback
- Coaching and Mentoring Techniques
- Handling Underperformance
- Managing High Performers
- Building Employee Engagement

Day 5: Improving and Sustaining Performance

- Performance Improvement Plans PIPs
- Continuous Improvement Frameworks
- Linking Performance to Rewards and Recognition
- Managing Change and Performance Culture
- Evaluating Performance Management Systems
- Developing Action Plans for Performance Excellence

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

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