



*Conference:  
Effective Performance Management*

*18 - 22 July 2027  
Amman (Jordan)*

## Conference: Effective Performance Management

Conference code: CO8245 From: 18 - 22 July 2027 Venue: Amman (Jordan) - Conference Fees: 4550 € Euro

### Introduction

This conference explores the design and implementation of effective performance management processes, emphasizing a combination of theory and practical application. It covers key techniques such as setting objectives, monitoring performance, giving feedback, coaching, and appraisal, highlighting the roles of HR and line managers. Practical workshops are conducted daily to reinforce learning. Topics include designing performance management schemes, equipping managers with necessary skills, addressing cultural considerations in appraisals, managing poor performance, using positive reinforcement, and advanced performance management strategies. Participants will gain tools to drive and sustain high organizational performance.

### Objectives

- Understand performance management in a multi-cultural environment
- Describe the purposes of performance management, from an organizational point of view
- Describe the purposes of performance management from an individual's point of view
- Demonstrate the skills involved in each of the four steps of performance management
- Describe best practice in assisting with employee work-performance problems
- Make the links between performance management and corporate strategy

### Target Audience

This conference is designed for:

- HR Managers and HR Specialists
- Performance Management and Talent Management Professionals
- Learning & Development Professionals
- Line Managers and Department Heads
- Supervisors and Team Leaders
- Employee Relations Specialists
- Organizational Development Professionals
- Business Partners and Administrative Managers
- Professionals responsible for employee performance evaluation and development
- Individuals seeking to improve performance management, coaching, and appraisal skills within their organizations

### Outlines

### Day 1: Introduction to Performance Management

- Introduction - The context for performance management
- The case for performance management
- The principles of effective performance management
- What makes people try hard?
- The role of HR within performance management
- The role of Managers, Supervisors and Team Leaders within performance management
- The use of competencies in Performance Management
- Addressing the performance gap

### Day 2: Starting Well: Objectives and Feedback

- Introducing the principles to your team
- The importance of agreeing objectives
- Quantitative and Qualitative objectives
- SMARTMaC Objectives
- Providing feedback
- Positive reinforcement
- Developmental feedback
- Distinctions Feedback and Criticism

### Day 3: Relationships and Coaching

- The Ask/Tell Matrix
- Empowerment in practice
- The eight steps of an effective coaching session
- Case studies
- Handling disciplinary issues
- Dealing with complaints

- Handling absenteeism and sickness problems
- The key ways of improving attendance

#### Day 4: Finishing Well: Making Appraisal a Motivating Experience

- The purpose of Performance Appraisal
- Monthly/Quarterly/Annual Reviews
- The practical issues
- Agreeing the evaluation
- Forced Ranking and Expected Distribution
- The links to reward
- Merit pay
- Personal Development

#### Day 5: Advanced Performance Management

- 360 degree feedback
- Emotional Intelligence
- Integrated strategic performance management
- Internal and external reporting frameworks,
- Balanced scorecard techniques,
- Links into strategic advantage
- Course summary
- Personal Development Planning

## Registration form on the Conference: 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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- ☐ Please find enclosed a cheque made payable to Global Horizon
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