

Key Performance Indicators (KPIs) and Optimization

Training Overview

Performance Management Activities remain the most important and significant of all, after all, the technical and behavioral performance of the employee is the prime objective
The PMS workshop is the shortest and most concise way to initiate the operations in your company regarding all activities in the performance management

Training Objectives

By the end of the training, the trainees will be able to:

- Plan the Key performance indicators for different positions along with the key behavior indicators based on the values and competency models
- Communicate the performance management system to the different levels of the organization
- Build a monitoring system for the key indicators including different methodologies for the scorecards and behavior pillars and critical incidents for all employees
- Generate performance appraisal documents
- Link the performance management system to the training and development activities
- Link the performance management system to the compensation and benefits activities

Training Methodology

- Lecturing
- Case Studies & Experience sharing
- Workshop

Training Audience

- HR Professionals
- Organization Development Professionals

Training Duration

5 Days

Training Outlines

Performance Management

- Difference between Performance Management and Performance Appraisal
- Performance Management pillars
- Performance Appraisal methodologies

Key Performance Indicators

- DTRs in Relation to KPIs
- KPIs types
- KPIs development methodologies
- KPIs verification
- OKRs and other types of performance management
- KPI Sheet Development

Key Behavior Indicators

- Vision, Mission and Values in relation to competencies
- Competencies in relation to expected behaviors
- Expected Behaviors in relation to Key Behavior Indicators
- KBI Sheet Development

Communication

- Surveying dissatisfaction factors
- Linking dissatisfaction factors to the buy in of the new PMS
- Communication Model

Monitoring

- Understanding the roles of HR professionals, OD professionals and direct supervisors
- Creating effective technical and behavioral scorecards
- Effective utilization of scorecards
- Onboarding employees to scorecards in action

Performance Appraisal

- Linking PMS to PA
- PA methodologies

After Performance Appraisal

- Linking PA to compensation, promotion, termination and other aspects

