



Managing Performance: Setting KPIs, Tracking Progress and Providing Feedback

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Meirc
Training & Consulting

Why Attend

This course addresses the three cornerstones of excellent performance namely, the right set of Key Performance Indicators (KPIs), the proper means of tracking progress and the most effective methodologies for intervention and feedback. By learning how to skillfully handle each of these tasks, team leaders, supervisors or managers will be able to directly and positively influence performance in their units, sections, or departments.

In this course, participants will learn how to set the right KPIs and align them to the organizational strategy. They will also learn how, and how often, these KPIs should be reported. In this regard, participants will be exposed to a variety of dashboards and scorecards which are considered best practices. The course will then explain to participants how performance feedback should be provided so that recipients are motivated to bridge the performance gaps they have.

Course Methodology

The course uses a number of workshops to demonstrate how effective KPIs are formulated. The workshops are team based and use a customized approach that provokes the thought process for KPI development and monitoring. In addition, the course relies on the use of behavior modeling and role plays to demonstrate how and when effective feedback should be provided.

Course Objectives

By the end of the course, participants will be able to:

- Explain the components of a comprehensive strategy and the role of each
- List the main criteria for measuring performance and use them to plan and manage the performance of others
- Design reporting mechanisms which are critical for measuring progress and use them to track performance and determine critical deviations
- Provide effective feedback as a means of dealing with individual performance gaps and as a tool for effectively addressing all unfavorable changes in performance
- Determine when to coach and when to counsel and then do so based on a thorough understanding of performance gaps and their root causes

Target Audience

All managers and senior professionals who are involved in influencing, formulating or supporting the performance of others, as well as those who are responsible for linking, measuring and improving the performance of the organization, including strategy or performance management professionals, balanced scorecard course managers, business unit and department managers and business analysts.

Target Competencies

- Formulating KPIs
- Performance monitoring and reporting
- Critical questioning
- Active listening
- Providing constructive feedback
- Coaching and counseling

Course Outline

- The annual strategy cycle and its major phases and components
 - Various types of analyses
 - Vision and mission
 - Critical Success Factors (CSFs)
 - Using CSFs to translate strategy to operations
- Performance criteria
 - Analyzing CSFs in order to extract the three main performance criteria
 - Key Results Areas (KRAs)
 - Core competencies



- Core values
- How KRAs are cascaded to the business level
- Using KRAs to extract KPIs
- Types of KPIs
- Behavioral indicators and their link to core competencies
- Goals, Objectives and Targets (GOTs): the main differences
- Using GOTs to develop measures and KPIs
- Why SMART objectives are not SMART!
- Performance tracking and reporting
 - The use of balanced and unbalanced scorecards
 - The use of dashboards and snapshot reporting
 - Compound versus concrete KPIs: The use of indexes to summarize KPI reporting
 - Performance gaps: the difference between a gap and a drop in performance
 - Performance gaps: determining the need for coaching
- Providing feedback for improved performance
 - Feedback: how different is it from opinions, evaluations and appraisals
 - Feedback versus appraisals, assessments and evaluations
 - The cornerstones of effective feedback
 - Types of feedback
 - Motivational feedback and its benefits
 - Formative feedback and how it should be delivered
 - Transforming negative feedback to positive feed forward
 - The skills for effectively providing feedback
 - Active listening, questioning and feed forward
 - Coaching and counseling
 - How counseling can act as a double edged-sword



Fees: US\$ (including coffee breaks and a buffet lunch daily)

Per participant - 2019

US\$ 3600

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003



Courses in Human Resources and Training

Dates	Course Name	Language	Location	Fees
14 - 18 Jul, 2019	Certified Employee Relations Professional	English	Kuala Lumpur	US\$ 5100
14 - 18 Jul, 2019	Certified Human Resources Professional: From Traditional HR Role to Business Partner	English	Kuala Lumpur	US\$ 5100
21 - 25 Jul, 2019	Certified Compensation and Benefits Professional	English	Dubai	US\$ 5100
21 - 25 Jul, 2019	Certified Training and Development Professional	English	Barcelona	US\$ 5100
28 Jul - 1 Aug, 2019	Career Development and Succession Planning	Arabic	Dubai	US\$ 4800
28 Jul - 1 Aug, 2019	Certificate in HR Auditing	English	Dubai	US\$ 5100
28 Jul - 1 Aug, 2019	Employee Engagement: Strategy and Practices	Arabic	Dubai	US\$ 4800
4 - 8 Aug, 2019	Certified Recruitment Specialist	English	Dubai	US\$ 5100
18 - 22 Aug, 2019	Certified Human Resources Professional: From Traditional HR Role to Business Partner	English	Barcelona	US\$ 5100
18 - 22 Aug, 2019	Certified Training Manager	English	Dubai	US\$ 5100
25 - 29 Aug, 2019	Strategic Human Resources Management	English	Dubai	US\$ 4800
1 - 5 Sep, 2019	Career Development and Succession Planning	English	Dubai	US\$ 4800
4 - 6 Sep, 2019	HR Business Partner	English	Beirut	US\$ 3600
8 - 12 Sep, 2019	Certified Training and Development Professional	Arabic	Dubai	US\$ 5100
8 - 12 Sep, 2019	Human Resources Management	English	Dubai	US\$ 4800
8 - 12 Sep, 2019	Workforce Planning and Budgeting	Arabic	Dubai	US\$ 4800
15 - 19 Sep, 2019	Certified HR Assessor	English	Dubai	US\$ 5100
15 - 19 Sep, 2019	Certified Instructional Design Practitioner	English	Dubai	US\$ 5100
15 - 17 Sep, 2019	Labor Law Workshop: Practical Applications	English	Dubai	US\$ 3600
15 - 19 Sep, 2019	Professional Skills for Human Resources Management	English	Dubai	US\$ 4800
15 - 19 Sep, 2019	Identifying Training Needs and Evaluating Training	English	Dubai	US\$ 4800
22 - 26 Sep, 2019	Excel Skills for HR and Admin Professionals	English	Dubai	US\$ 4800
22 - 26 Sep, 2019	Performance Management: Setting Objectives and Conducting Appraisals	English	Dubai	US\$ 4800



Courses in Human Resources and Training

Dates	Course Name	Language	Location	Fees
22 - 26 Sep, 2019	Recruitment, Interviewing and Selection	English	Dubai	US\$ 4800
29 Sep - 3 Oct, 2019	Certificate in Human Capital Planning	English	Dubai	US\$ 5100
29 Sep - 3 Oct, 2019	Certified Human Resources Professional: From Traditional HR Role to Business Partner	English	Dubai	US\$ 5100
29 Sep - 3 Oct, 2019	Employee On-Boarding: Induction and Job Orientation Techniques	English	Dubai	US\$ 4800
6 - 10 Oct, 2019	Leadership Skills for HR Managers	English	Dubai	US\$ 4800
6 - 10 Oct, 2019	Strategic Recruitment, Interviewing and Selection	English	Dubai	US\$ 4800
6 - 10 Oct, 2019	Train the Trainer: From Design to Delivery	English	Dubai	US\$ 4800
13 - 17 Oct, 2019	Certified Compensation and Benefits Professional	Arabic	Dubai	US\$ 5100
13 - 17 Oct, 2019	Certified Employee Relations Professional	English	Dubai	US\$ 5100
13 - 17 Oct, 2019	Certified Talent Management Professional	English	Dubai	US\$ 5100
13 - 17 Oct, 2019	Human Resources Management	English	Riyadh	US\$ 4800
20 - 24 Oct, 2019	Certificate in Competency Development and Implementation	English	Dubai	US\$ 5100
20 - 24 Oct, 2019	Certified Organization Development Professional	Arabic	Dubai	US\$ 5100
20 - 24 Oct, 2019	Human Resources KPIs: Benchmarking HR Performance	English	Dubai	US\$ 4800
27 - 31 Oct, 2019	Career Development and Succession Planning	Arabic	Dubai	US\$ 4800
27 - 31 Oct, 2019	Certified Training and Development Professional	English	Dubai	US\$ 5100
27 - 31 Oct, 2019	Writing HR Policies and Procedures	English	Dubai	US\$ 4800
3 - 7 Nov, 2019	Certified Human Resources Professional: From Traditional HR Role to Business Partner	Arabic	Dubai	US\$ 5100
3 - 7 Nov, 2019	Certified Recruitment Specialist	Arabic	Dubai	US\$ 5100
3 - 7 Nov, 2019	Managing and Coordinating Training	English	Dubai	US\$ 4800
10 - 14 Nov, 2019	Certificate in HR Auditing	Arabic	Dubai	US\$ 5100
10 - 14 Nov, 2019	Certified Talent Acquisition Professional	English	Dubai	US\$ 5100
10 - 14 Nov, 2019	Employee Engagement: Strategy and Practices	English	Dubai	US\$ 4800
10 - 14 Nov, 2019	Identifying Training Needs and Evaluating Training	Arabic	Dubai	US\$ 4800
10 - 14 Nov, 2019	Strategic Human Resources Management	Arabic	Dubai	US\$ 4800



Courses in Human Resources and Training

Dates	Course Name	Language	Location	Fees
10 - 14 Nov, 2019	Workforce Planning and Budgeting	English	Dubai	US\$ 4800
17 - 21 Nov, 2019	The Certified HR Administrator	English	Dubai	US\$ 5100
17 - 21 Nov, 2019	Compensation and Benefits	Arabic	Dubai	US\$ 4800
17 - 21 Nov, 2019	Employee Relations: Roles and Responsibilities	Arabic	Dubai	US\$ 4800
17 - 21 Nov, 2019	Job Analysis and Evaluation Workshop	English	Dubai	US\$ 4800
24 - 28 Nov, 2019	e-HR: Modern Trends and Applications	English	Dubai	US\$ 4800
24 - 28 Nov, 2019	HR Business Partner: Roles, Responsibilities and Competencies	Arabic	Dubai	US\$ 4800
24 - 28 Nov, 2019	Learning and Development: Tools and Strategies	English	Dubai	US\$ 4800
1 - 5 Dec, 2019	Certified Master Trainer	Arabic	Dubai	US\$ 5100
1 - 5 Dec, 2019	Recruitment, Interviewing and Selection	Arabic	Dubai	US\$ 4800
8 - 12 Dec, 2019	Certified Organization Development Professional	English	Dubai	US\$ 5100
8 - 12 Dec, 2019	Human Resources Management	Arabic	Dubai	US\$ 4800
15 - 19 Dec, 2019	Career Development and Succession Planning	English	Dubai	US\$ 4800
15 - 19 Dec, 2019	The Certified HR Administrator	Arabic	Dubai	US\$ 5100
15 - 19 Dec, 2019	Certified Recruitment Specialist	English	Dubai	US\$ 5100
15 - 19 Dec, 2019	Certified Training and Development Professional	Arabic	Dubai	US\$ 5100
22 - 26 Dec, 2019	Certified Compensation and Benefits Professional	English	Dubai	US\$ 5100
22 - 26 Dec, 2019	Certified Human Resources Professional: From Traditional HR Role to Business Partner	English	Dubai	US\$ 5100
29 Dec - 2 Jan, 2020	Human Resources Management	English	Dubai	US\$ 4800



Meirc Timeline

