



BEST PRACTICES IN PERFORMANCE MANAGEMENT



COURSE OVERVIEW

This comprehensive training course provides participants with the knowledge, skills, and tools needed to implement and manage effective performance management systems. The course focuses on aligning employee performance with organizational goals, using modern techniques to drive engagement, accountability, and continuous improvement. Participants will learn best practices in setting goals, giving feedback, conducting performance appraisals, and developing employee potential through coaching and development plans. The course combines theory with practical application, case studies, and real-world scenarios to ensure lasting learning outcomes.

DATES, VENUES AND FEES



23 – 27 November 2025 - Dubai

(5 Days)

Fees

US\$ 4500

Note: Fee is per participant + 5% VAT (if applicable).
Groups from the same company can enjoy a **discounted** price.

WHO SHOULD ATTEND?

This course is appropriate for a wide range of professionals but not limited to:

- HR Managers and HR Business Partners
- Line Managers and Team Leaders
- Performance and Talent Management Professionals
- Learning and Development (L&D) Specialists
- Supervisors and Department Heads
- Anyone involved in employee evaluation and development

CONTACT US NOW

+971 (4) 4539841 – 42 – 43
WhatsApp: +971 52 398 7781

Millennium Solutions Training Center FZ-LLC
Block 2B, 1st Floor, Office 134, Knowledge Park, Dubai, UAE
Email: info@mstcme.com
Website: www.mstcme.com





ACCREDITATION



This training course is certified by CPD.

The CPD Certification Service is the leading independent CPD accreditation institution operating across industry sectors to complement the Continuing Professional Development policies of professional institutes and academic bodies. The CPD Certification Service provides support, advice, and recognised independent CPD accreditation compatible with global CPD principles. CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date. CPD Units are only awarded to programmes after each programme is scrutinised to ensure integrity and quality according to CPD standards and benchmarks.

COURSE CERTIFICATE

MSTC certificate will be issued to all attendees completing a minimum of 80% of the total tuition hours of the course.

CPD internationally recognized certificate will be issued for all participants who will meet the course requirements. CPD certificates will be issued within a month of the successful completion of the course.

TRAINING METHODOLOGY

- Expert-led sessions with dynamic visual aids
- Comprehensive course manual to support practical application and reinforcement
- Interactive discussions addressing participants' real-world projects and challenges
- Insightful case studies and proven best practices to enhance learning

LEARNING OBJECTIVES

By the end of this course, participants should be able to:

- Understand the principles and components of effective performance management systems.
- Align individual and team goals with strategic organizational objectives.
- Set SMART goals and key performance indicators (KPIs).
- Deliver constructive feedback and conduct performance appraisals confidently.
- Identify and manage underperformance effectively.
- Implement coaching and development plans for employee growth.
- Foster a performance-oriented culture within the organization.

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COURSE OUTLINE

DAY 1

Introduction to Performance Management

- Pre test
- The evolution of performance management systems
- Importance and objectives of performance management
- Key components of a successful performance management cycle
- Strategic alignment: linking individual goals to organizational strategy
- Common challenges and myths in performance management
- Case study and group discussion

DAY 2

Goal Setting and Performance Planning

- Setting SMART goals and measurable objectives
- Defining Key Performance Indicators (KPIs) and critical success factors
- Role clarity and expectation setting
- Cascading goals across teams and departments
- Creating Individual Development Plans (IDPs)
- Workshop

DAY 3

Feedback, Coaching, and Continuous Development

- The role of continuous feedback in performance improvement
- Feedback models: SBI (Situation-Behavior-Impact), BOOST, etc.
- Coaching for performance vs. coaching for development
- Conducting effective one-on-one sessions
- Tools for continuous learning and performance support
- Role-playing exercise

DAY 4

Performance Appraisal and Evaluation

- Types of appraisal systems (360-degree, rating scales, narrative, etc.)
- Conducting fair and unbiased performance reviews
- Handling difficult appraisal conversations
- Legal and ethical considerations in performance evaluations
- Using data to drive performance decisions
- Exercise

DAY 5

Managing Underperformance and Building a High-Performance Culture

- Diagnosing causes of underperformance
- Strategies to manage and improve poor performance
- Disciplinary vs. developmental approaches
- Motivating high performers and succession planning
- Building a culture of accountability, recognition, and excellence
- Action planning: Developing a performance improvement strategy
- Post test

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