



JOB MONITORING AND KPIs



COURSE OVERVIEW

This five-day training course is designed to provide professionals with the tools and techniques required to effectively monitor job performance and apply Key Performance Indicators (KPIs) to improve productivity, accountability, and strategic alignment. The course covers the principles of performance measurement, the design and selection of effective KPIs, and the use of dashboards and reporting tools. Participants will also explore real-life case studies, gain hands-on experience in setting job-specific KPIs, and learn how to integrate performance metrics with organizational goals and employee development.

DATES, VENUES AND FEES



06- 10 July 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:

- Department and Team Leaders
- HR and Organizational Development Professionals
- Performance and Planning Managers
- Operations and Project Managers
- Quality Assurance and Process Improvement Professionals
- Anyone responsible for monitoring performance and setting KPIs

CONTACT US NOW

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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 fundamentals of job monitoring and performance measurement.
- Design and implement relevant, measurable, and actionable KPIs.
- Align KPIs with organizational, departmental, and individual goals.
- Use monitoring tools and dashboards to track and report performance.
- Analyze performance data to drive decisions and continuous improvement.
- Foster accountability and performance culture in teams.
- Avoid common pitfalls in KPI design and job monitoring processes.

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COURSE OUTLINE

DAY 1

Fundamentals of Job Monitoring and Performance Management

Pre test

- Introduction to Job Monitoring
- The Importance of Performance Management in Organizations
- Elements of an Effective Job Monitoring System
- Roles and Responsibilities in Performance Oversight
- Overview of the Performance Management Cycle
- Case Study

DAY 2

Understanding and Designing KPIs

- Definition and Characteristics of Effective KPIs
- SMART and CLEAR Criteria for KPI Development
- Types of KPIs: Strategic, Tactical, and Operational
- Lagging vs. Leading Indicators
- KPI Hierarchies: Corporate, Departmental, and Individual
- Group Exercise

DAY 3

KPI Implementation and Alignment

- Linking KPIs to Job Descriptions and Business Objectives
- Balanced Scorecard and Other KPI Frameworks
- Setting Performance Targets and Thresholds
- Integrating KPIs into Job Roles and Appraisal Systems
- Communicating KPIs to Employees and Teams
- Group Exercise

DAY 4

Tools for Monitoring, Tracking, and Reporting

- KPI Dashboards and Reporting Systems
- Data Collection and Validation Techniques
- Visualizing KPIs with Charts and Scorecards
- Using Software and Digital Tools (Excel, Power BI, etc.)
- Frequency and Methods of Monitoring
- Group Exercise

DAY 5

Performance Analysis, Feedback, and Continuous Improvement

- Analyzing KPI Results for Insights and Action
- Identifying Performance Gaps and Root Causes
- Delivering Constructive Feedback Based on KPIs
- Revising KPIs: When and How
- Driving a Performance Culture through Monitoring and KPIs
- Final Activity
- Post test

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