

HUMAN RESOURCES | COURSE BROCHURE

Designing and Implementing a Performance Management System

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

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Course content

Why attend

This course equips professionals with the skills to design and implement effective performance management systems. Participants will explore frameworks, tools, and techniques to enhance employee performance, align organisational goals, and foster a culture of continuous improvement.

Organisations often struggle with aligning employee performance with strategic objectives, leading to inefficiencies, disengagement, and high turnover rates. This course addresses these challenges by providing a structured approach to performance management. Participants will learn to identify key performance indicators (KPIs) and develop tailored systems that drive accountability and engagement. By understanding the nuances of performance management, they will be better equipped to implement processes that not only measure performance but also motivate employees to excel. This is essential for fostering a high-performance culture that supports organisational success and employee satisfaction, ultimately contributing to improved productivity and retention.
Effective performance management is crucial for fostering a high-performance culture. Participants will gain practical skills in designing appraisal processes, providing constructive feedback, and utilising performance data for informed decision-making. They will engage in real-world scenarios that simulate workplace challenges, allowing them to practice developing systems that support employee development and organisational success. By the end of the course, participants will be able to implement feedback mechanisms that encourage continuous improvement, ensuring that performance management becomes an integral part of the organisational culture. This capability is vital for retaining talent, enhancing overall productivity, and achieving strategic objectives.

Professional Problems This Course Is Designed to Solve

- Performance objectives that are unclear or inconsistently applied.
- Reviews that do not lead to feedback and development.
- Difficulty aligning individual performance with organisational priorities.

Course methodology

The course employs a blend of interactive workshops, case studies, and group discussions to facilitate hands-on learning. Participants will engage in role-playing exercises to practice feedback delivery and performance evaluations. They will also work on designing a performance management framework tailored to their organisation's needs, culminating in a presentation of their proposed system as a tangible output. This approach ensures that participants not only grasp theoretical concepts but also apply them in practical settings, reinforcing their learning through immediate application and peer feedback. The focus on real-world scenarios enhances retention and prepares participants for immediate implementation in their workplaces, fostering a deeper understanding of performance management principles.



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Course objectives

By the end of this course, participants will be able to:
• Analyse organisational needs to identify key performance indicators (KPIs) for a performance management system.
• Design a performance management framework that aligns with organisational goals and employee development.
• Implement feedback mechanisms that promote continuous performance improvement and employee engagement.
• Evaluate performance appraisal methods to determine their effectiveness and suitability for different roles.
• Construct a training plan for managers on delivering performance feedback and conducting appraisals.
• Assess the impact of performance management systems on employee motivation and organisational culture.

Target audience

This course is suitable for:
• HR professionals responsible for performance management processes.
• Line managers seeking to enhance team performance through effective management systems.
• Organisational development specialists focused on improving workforce capabilities.
• Business leaders aiming to align performance with strategic objectives.

Target competencies

Participants will develop competencies in:
• Developing performance management frameworks tailored to organisational needs.
• Facilitating effective performance feedback and appraisal processes.
• Utilising performance data to drive decision-making and improvement.
• Engaging employees in their performance management journey.
• Aligning individual performance with organisational goals.
• Training managers in performance management best practices.

Course outline

Day 1: Understanding Performance Management Fundamentals

Applied activity: Participants will analyse a fictional organisation's performance management challenges and identify areas for improvement. They will work in groups to propose a set of KPIs relevant to the organisation's strategic goals, considering factors such as departmental objectives and employee roles.
Output: A report outlining proposed KPIs and the rationale for their selection.

09:00–09:54	Define performance management and its role in organisational success and employee development.



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09:54–10:48	Identify key components of effective performance management systems and their impact on productivity.
10:48–11:00	Explore the relationship between performance management and employee engagement in various contexts.
11:00–11:30	**Coffee break**
11:30–12:12	Explore the relationship between performance management and employee engagement in various contexts. (continued)
12:12–13:06	Discuss common challenges in performance management implementation and strategies to overcome them.
13:06–14:00	Review performance management models and frameworks, including SMART goals and 360-degree feedback.

Day 2: Designing a Performance Management Framework

Applied activity: In teams, participants will create a draft performance management framework for the fictional organisation, detailing processes for goal setting, feedback, and appraisal. They will also outline how to communicate this framework to stakeholders effectively, ensuring clarity and transparency.
Output: A draft performance management framework document, including communication strategies.

09:00–09:54	Establish the objectives of a performance management system that aligns with business strategy.
09:54–10:48	Design a performance management framework that includes goal setting, feedback, and appraisal processes.
10:48–11:00	Identify tools and technologies to support performance management initiatives effectively.
11:00–11:30	**Coffee break**
11:30–12:12	Identify tools and technologies to support performance management initiatives effectively. (continued)
12:12–13:06	Develop a communication plan for introducing the performance management system to all stakeholders.
13:06–14:00	Create a timeline for implementation and stakeholder engagement to ensure buy-in.



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Day 3: Implementing Feedback Mechanisms

Applied activity: Participants will engage in role-playing exercises to practice delivering feedback based on performance scenarios provided. They will receive peer feedback on their delivery and approach, focusing on clarity, empathy, and effectiveness in communication.
Output: A reflective journal entry on feedback delivery experiences and key lessons learned.

09:00–09:54	Explore different feedback models and their application in performance management systems.
09:54–10:48	Design feedback processes that encourage open communication and continuous improvement among employees.
10:48–11:00	Practice delivering constructive feedback in role-play scenarios to enhance communication skills.
11:00–11:30	**Coffee break**
11:30–12:12	Practice delivering constructive feedback in role-play scenarios to enhance communication skills. (continued)
12:12–13:06	Identify barriers to effective feedback and strategies to overcome them in a diverse workplace.
13:06–14:00	Evaluate the role of peer feedback in performance management and its impact on team dynamics.

Day 4: Evaluating Performance Appraisal Methods

Applied activity: Participants will evaluate a selection of appraisal methods used in their fictional organisation and recommend improvements based on best practices discussed in class. They will consider factors such as employee engagement, fairness, and alignment with organisational objectives.
Output: A presentation summarising the evaluation and recommendations for appraisal methods, including potential improvements.

09:00–09:54	Compare traditional and modern performance appraisal methods and their relevance to different roles.
09:54–10:48	Assess the effectiveness of various appraisal techniques in different contexts and their impact on employee morale.
10:48–11:00	Design an appraisal process that incorporates self-assessment and peer reviews for comprehensive evaluations.
11:00–11:30	**Coffee break**
11:30–12:12	Design an appraisal process that incorporates self-assessment and peer reviews for comprehensive evaluations. (continued)



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12:12–13:06	Explore legal and ethical considerations in performance appraisals to ensure compliance and fairness.
13:06–14:00	Develop criteria for evaluating the success of performance appraisals and their alignment with organisational goals.

Day 5: Integrating Performance Management into Organisational Culture

Applied activity: Participants will create an integrated performance management plan that combines their framework, feedback mechanisms, and appraisal methods into a cohesive system, considering organisational culture and employee input. They will present their plan to the group for feedback and refinement.
Output: A comprehensive performance management system proposal, integrating all elements discussed.

09:00–09:54	Discuss the importance of aligning performance management with organisational culture to drive engagement.
09:54–10:48	Identify strategies for fostering a culture of continuous performance improvement and accountability.
10:48–11:00	Explore the role of leadership in supporting performance management initiatives and driving change.
11:00–11:30	**Coffee break**
11:30–12:12	Explore the role of leadership in supporting performance management initiatives and driving change. (continued)
12:12–13:06	Develop a plan for training managers on performance management best practices to enhance their skills.
13:06–14:00	Assess the long-term impact of performance management on employee engagement, retention, and overall organisational performance.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,650.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Cape Town Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,890.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Amsterdam Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,540.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Singapore Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,820.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
London Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.-**
Dubai Confirmed dates	18 Jan 2027	22 Jan 2027	**£3,150.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
Frankfurt Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,650.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,450.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.-**
Barcelona Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,840.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,860.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.-**
Istanbul Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,650.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.-**
Amsterdam Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,540.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.-**
Singapore Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,820.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.-**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
London Confirmed dates	3 May 2027	7 May 2027	**£2,450.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**
Dubai Confirmed dates	17 May 2027	21 May 2027	**£3,150.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
Frankfurt Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,650.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,450.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Paris Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,860.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.-**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Amsterdam Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,540.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**
Singapore Confirmed dates	16 Aug 2027	20 Aug 2027	**£2,820.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Vienna Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,940.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
London Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Dubai Confirmed dates	20 Sept 2027	24 Sept 2027	**£3,150.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Frankfurt Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.-**
Paris Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,860.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.-**
Cape Town Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,890.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.-**
Istanbul Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,650.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Amsterdam Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,540.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Singapore Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,820.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online