

HUMAN RESOURCES | COURSE BROCHURE

Performance Management System Design

5 days | Classroom training | English

SMART HORIZON

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

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Course content

Why attend

Many performance management systems frustrate managers and employees without improving performance. This course explains how to design or redesign a performance management system: goal-setting approaches, continuous feedback, rating or non-rating models, calibration, links to reward and development, technology and change management.

A well-designed system makes performance conversations easier and fairer. You will learn design choices backed by evidence and practice.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Design workshops, case studies of system redesign, calibration simulations and implementation planning.

Course objectives

By the end of this course, participants will be able to:
• Assess the current performance management system
• Choose goal-setting and review approaches
• Design rating, calibration and feedback processes
• Link performance to reward and development
• Select supporting technology
• Plan implementation and manager capability

Target audience

This course is suitable for:
• HR directors and managers
• Reward and talent professionals
• Organisational development specialists
• HR business partners
• HRIS managers



Course content

Target competencies

Participants will develop competencies in:

- System design
- Goal-setting frameworks
- Calibration
- Reward linkage
- Change management

Course outline

Day 1: Performance Management Today

09:00–10:08	Purpose and trends
10:08–11:00	Why systems fail
11:00–11:30	**Coffee break**
11:30–11:45	Why systems fail (continued)
11:45–12:53	Assessment of current state
12:53–14:00	Exercise

Day 2: Goals and Feedback

09:00–10:08	OKRs and objectives
10:08–11:00	Continuous feedback
11:00–11:30	**Coffee break**
11:30–11:45	Continuous feedback (continued)
11:45–12:53	Check-ins
12:53–14:00	Workshop

Day 3: Evaluation

09:00–10:08	Ratings or no ratings
10:08–11:00	Calibration
11:00–11:30	**Coffee break**



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11:30–11:45	Calibration (continued)
11:45–12:53	Fairness
12:53–14:00	Simulation

Day 4: Links to Reward and Development

09:00–10:08	Pay decisions
10:08–11:00	Development plans
11:00–11:30	**Coffee break**
11:30–11:45	Development plans (continued)
11:45–12:53	Talent reviews
12:53–14:00	Case study

Day 5: Implementation

09:00–10:08	Technology
10:08–11:00	Manager training
11:00–11:30	**Coffee break**
11:30–11:45	Manager training (continued)
11:45–12:53	Communication
12:53–14:00	Action plan

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)
Amsterdam Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,540.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Barcelona Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,840.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Dubai Confirmed dates	4 Jan 2027	8 Jan 2027	**£3,150.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.–**
Vienna Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,940.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.–**
Cape Town Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,890.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**£3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Paris Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,860.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	17 May 2027	21 May 2027	**£2,650.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**£3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Vienna Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,890.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
London Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Istanbul Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Barcelona Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,840.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.-**
Cape Town Confirmed dates	29 Nov 2027	3 Dec 2027	**£1,890.-**
Online Confirmed dates	29 Nov 2027	3 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