

Training Title

Performance Management Benchmarking and Continuous Improvement

Training Duration

5 days

Training Venue and Dates

Performance Benchmarking Improvement	Management and Continuous	5	13-17 January, 2025	\$6,500	London, U.K.
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Trainings will be conducted in any of the 4 or 5 star hotels.

Training Fees

- **6,500 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch.**

Training Certificate

Prolific Consultants FZE Certificate of Course Completion will be issued to all attendees.

COURSE OVERVIEW

COURSE DESCRIPTION

In today's competitive environment, mastering the art of performance management, benchmarking, and continuous improvement is essential for any manager or supervisor. This course equips professionals with robust tools and strategies to enhance team performance and align it with organizational goals. Participants will delve into the performance management cycle, explore effective benchmarking techniques, and learn how to foster an environment of continuous improvement. By integrating practical tools with actionable insights, this course prepares delegates to significantly boost their team's efficiency and productivity.

COURSE OBJECTIVES

The objective of this program is to empower participants to:

- 1) Assess and Evaluate: Analyze current performance metrics to identify improvement areas.**
- 2) Identify Best Practices: Research and benchmark against industry leaders.**
- 3) Implement Improvements: Develop actionable plans for continuous performance enhancement.**
- 4) Align with Strategy: Ensure performance management supports organizational goals.**
- 5) Enhance Communication: Foster effective feedback and discussions within teams.**
- 6) Utilize Data: Use data-driven insights for informed decision-making.**

SUITABLE FOR:

This course is tailored for managers, department heads, and senior HR professionals who are instrumental in driving team performance and organizational success. Participants typically oversee projects, teams, or departments and are eager to enhance their skills in performance management, effective communication, and strategic alignment. This training is essential for leaders looking to refine their leadership abilities and adopt best practices in performance management within their organizations.

TRAINING METHODOLOGY:

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course. Very useful Course Materials will be given.

COURSE OUTLINE

Day 1: Introduction to Performance Management

- *Overview of Performance Management*
- *Importance of Performance Management in Organizations*
- *Key Performance Indicators (KPIs): Definition and Examples*
- *Performance Management Frameworks*
- *Role of Benchmarking in Performance Management*
- *Case Study: Successful Performance Management Implementation*

Day 2: Understanding Benchmarking

- *Types of Benchmarking: Internal, External, Competitive, and Best Practices*
- *Benchmarking Process: Steps and Methodologies*
- *Tools for Benchmarking (e.g., Surveys, Metrics, Data Analysis)*
- *Identifying and Selecting Benchmarking Partners*
- *Group Activity: Benchmarking Analysis of a Selected Organization*

Day 3: Data Collection and Analysis

- *Data Collection Techniques: Qualitative vs. Quantitative*
- *Ensuring Data Accuracy and Reliability*
- *Analyzing Benchmarking Data: Tools and Techniques (e.g., SPSS, Excel)*
- *Interpreting Results: Making Sense of the Data*
- *Workshop: Conducting a Mini Data Analysis Project*

Day 4: Continuous Improvement Strategies

- ***Introduction to Continuous Improvement: Concepts and Principles***
- ***Key Continuous Improvement Methodologies (e.g., PDCA, Six Sigma, Lean)***
- ***Developing a Continuous Improvement Plan***
- ***Integration of Benchmarking with Continuous Improvement Efforts***
- ***Group Activity: Create a Continuous Improvement Proposal***

Day 5: Implementation and Review

- ***Best Practices for Implementing Performance Management and Continuous Improvement***
- ***Communicating Changes to Stakeholders***
- ***Measuring Success: Evaluation Techniques and Feedback Loops***
- ***Course Review and Q&A***
- ***Final Group Presentations: Sharing Proposals and Insights***

Case Studies, Discussions, Last Day Review & Assessments will be carried out.

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