HR Management · HR320

Performance Management Professional

Kuala Lumpur · 28 Dec 2026 - 1 Jan 2027

Date	Venue	Duration
28 Dec 2026 - 1 Jan 2027	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**HR320**	**English**

Introduction

Performance management is a critical function that aligns individual, team, and organisational efforts toward achieving strategic goals. The Certified Performance Management Professional course is designed to equip participants with practical tools, frameworks, and methodologies to design, implement, and manage effective performance management systems.

This intensive 5-day programme provides a deep understanding of performance metrics, KPIs, cascading goals, appraisal techniques, feedback systems, and the integration of performance data into decision-making. Participants will gain both theoretical grounding and hands-on experience, empowering them to drive high performance and continuous improvement in their organisations.

Course Objectives of Performance Management Professional

Upon completing this programme, participants will be able to:

- Understand the key components and lifecycle of an effective performance management system
- Develop and implement strategic KPIs and performance indicators
- Align individual and team goals with organisational strategy
- Conduct meaningful performance appraisals and feedback conversations
- Use performance data to inform strategic decisions and promote accountability
- Drive a performance-driven culture across the organisation

Course Methodology of Performance Management Professional

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Performance Management

Professional

This training programme will have a positive impact on organisations by:

- Increased alignment between individual contributions and strategic goals
- Improved employee engagement, accountability, and motivation
- Better talent retention and development through continuous feedback
- Stronger decision-making based on measurable performance outcomes
- Greater adaptability to change and focus on continuous improvement

Personal Impact of Performance Management Professional

Participants will experience personal growth and development, including:

- Gain a globally recognised certification in performance management
- Learn practical skills for designing and managing performance frameworks
- Improve their ability to lead appraisal discussions and develop performance plans
- Enhance their leadership, communication, and coaching capabilities
- Increase their value and credibility within HR, L&D, and management functions

Who Should Attend

This training programme is ideal for:

- HR professionals and performance management officers
- Learning and development professionals
- Department heads and team leaders
- Strategy and planning officers
- Anyone responsible for appraisals, KPIs, or performance improvement initiatives

Course Outlines

Day 1

Foundations of Performance Management

- Introduction to performance management principles
- Historical evolution and modern trends
- Benefits and challenges of performance management systems
- Key terms: KPIs, OKRs, targets, outcomes, inputs
- Aligning performance management with strategy

Day 2

Designing an Effective Performance Management Framework

- Performance planning lifecycle
- Setting objectives at organisational, team, and individual levels
- Developing KPIs and metrics: SMART and CLEAR criteria
- Balanced scorecard and cascading goals
- Designing a performance framework

Day 3

Monitoring and Evaluating Performance

- Collecting and analysing performance data
- Performance dashboards and scorecards
- Conducting performance appraisals: methods and tools
- Common rating errors and biases
- Practice session: giving constructive feedback

Day 4

Developing a High-Performance Culture

- Motivating employees through goal-setting
- Coaching for performance improvement
- Linking rewards, recognition, and consequences to results
- Case studies: high-performance organisations
- Building accountability and continuous feedback loops

Day 5

Performance Improvement and Strategic Integration

- Identifying performance gaps and root causes
- Performance improvement plans (PIPs)
- Integrating performance data with talent management and succession planning
- Governance, ethics, and confidentiality in performance management

Register or ask about this course online

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