



## CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL

Implementing a successful employee performance management system by using a structured approach

LIVE ONLINE CERTIFICATION

### 2024 EDITIONS:

- > 12 - 16 FEBRUARY
- > 10 - 14 MARCH (ARABIC)
- > 27 - 31 MAY
- > 30 - 04 JULY (ARABIC)
- > 02 - 06 SEPTEMBER
- > 06 - 10 OCTOBER (ARABIC)
- > 11 - 15 NOVEMBER



The KPI Institute is an Accredited Provider of the CPD Standards Office, a Continuing Professional Development global assessor.

### Key business benefits:

- > Enhance employee responsibility and productivity by implementing effective evaluations.
- > Ensure equitable treatment of employees through appraisals based on results and communication.
- > Improve business profits and organizational performance.
- > Eligible for Executive Program in Strategy & Performance Postgraduate Diploma.

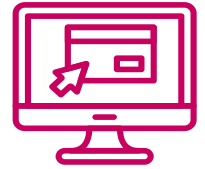


### Over the last years, the team at The KPI Institute:

- > Documented 21,000+ KPIs from 16 functional areas and 25 industries.
- > Reviewed 1,000+ performance reports from 125 countries.
- > Referenced 30,000+ resources as part of the documentation process.



# Course overview



This course will clarify key, specific, detailed concepts and will provide practical tools and techniques for implementing, improving or maintaining the company's employee performance management system.

Attendees will gain exposure to best practices in the field of performance management and will learn how to establish and use criteria for evaluating performance.

## 👤 Participants' profile

### > People interested in employee performance management

Entrepreneurs, analysts and professionals from any field, interested in employee performance management, will acquire the knowledge needed to understand the aspects that influence employee engagement and productivity and will access different methods that could help them improve.

### > Management representatives

Representatives of top/middle/line management and their respective organizations, regardless of their field of expertise, interested in measuring and evaluating employee performance, will be glad to discover a structured approach to the implementation of an employee performance management system, as well as best practices in the field.

### > HR professionals

This course offers HR professionals, such as HR Consultants, HR Managers or HR Associates, the opportunity to have exposure to a rigorous approach to individual performance management and evaluation, through the implementation of an integrated employee performance measurement system based on KPIs, behaviors and competencies. Starting from the processes and tools already used in their organizations, after completing this course participants can return to their organizations with a more coherent perspective on how an employee performance management system should work.

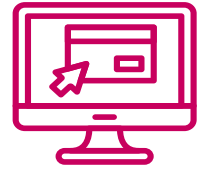
## + Benefits

- > Nurture core competencies in order to design, implement, monitor, evaluate and follow a performance management cycle in a successful manner;
- > Improve the visibility and clarify accountability related to performance expectations;
- > Implement the knowledge acquired during the training course, by accessing a set of performance management tools and relevant;
- > Identify the necessary corporate competencies and skills gaps to generate sustainable growth;
- > Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer.

## + Learning objectives

- > Understand the fundamentals of the performance management framework;
- > Learn how to track the employee performance during each phase of performance management cycle;
- > Apply key tools to measure employees' results in a fair and objective manner;
- > Learn how to conduct efficient performance appraisals;
- > Gain the knowledge of developing a Performance Management System business case.

# Agenda



## Day 1 - 4h

### Employee Performance Management context

- › Benefits of implementing an Employee Performance Management System
- › Prerequisites of an Employee Performance Management System
- › Governance for the Employee Performance Management
- › Impact areas of an Employee Performance Management System
- › Performance Management Cycle.

### Employee Performance Management Architecture

- › The link between business strategic objectives and day-to-day actions
- › Tools and techniques used in performance management
- › Visibility and accountability through employee performance management.

## Day 2 - 4h

### Employee Performance Management Implementation Project

- › Importance of a business case for an implementation project
- › Elements of a business case
- › Clarify organizational context
- › Design the system implementation project plan
- › Define the tools and templates to be used
- › Training sessions for management and employees
- › Launch and utilize the system
- › Monitoring and review implementation process.

## Day 4 - 4h

### Employee Performance Management Cycle

- › Employee performance planning
- › Mid-year performance review objectives
- › Point of contact and support for employees
- › Annual performance review.

### Employee performance appraisal meeting

- › Preparation for the appraisal meeting
- › Feedback techniques
- › Active listening
- › Performance conversations.

## Day 3 - 4h

### Establishing performance criteria

- › Cascading objectives and KPIs from organizational to departmental and individual level
- › Defining and selecting competencies
- › Defining and selecting behaviors.

### Evaluating Employee Performance

- › Employee performance evaluation form
- › Evaluating KPI results
- › Assessing competencies and behaviors
- › Rating overall performance.

## Day 5 - 4h

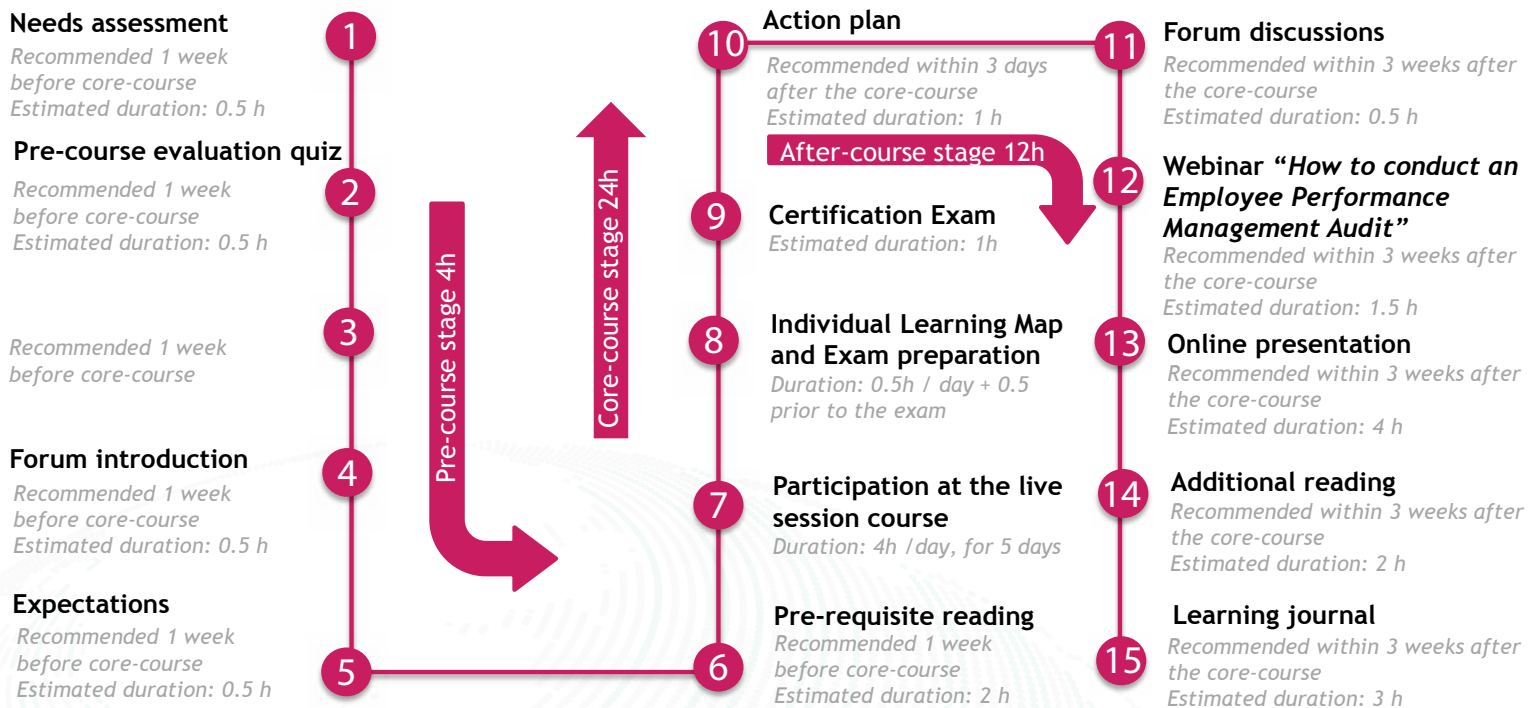
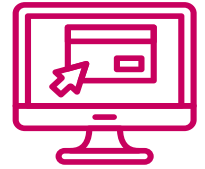
### Talent management

- › Linking performance evaluation to talent management
- › Employee performance plans career path, development plan
- › Compensation and benefits.

### Review and Q&A

- › Course review
- › Q&A.

# Certification Process

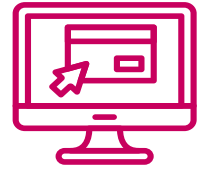


The certification process is finalized only when you complete all of the 3 stages of the learning experience. You will receive:

- > Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- > Certificate of Attendance (soft copy): after participating at the 5 days of live session course;
- > Certified Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience and the full payment was received by contractor;
- > CPD Certificate of Attendance (soft copy): once successfully obtained the Professional status.



# Educational resources



## Course materials

- › Course Slides
- › Course notes
- › Course quiz
- › The KPI Infographic

## The qualitative reports

- › Performance Management in 2012 – 2018

## Videos

- › 11 videos dedicated to Performance Management

## Webinars

- › Free access to all Performance Management webinars series to date

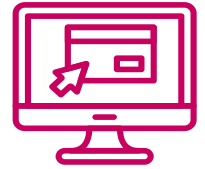
## Individual Performance Toolkit

- › Architecture and architecture levels
- › Informal Feedback Guide
- › Behaviors Framework Template
- › Competencies Framework Template
- › Training Plan at Organizational Level
- › Rewards and Recognition List
- › Behaviors Framework Example
- › Competencies Framework Example
- › Training Plan Sample for Individual Performance Management
- › Performance Management Policy
- › Rewards Policy
- › Training Policy
- › Process Guide
- › Setting Objectives
- › Setting Competencies
- › Setting Behaviors
- › Individual Performance Management Toolkit Template

## Premium subscription on smartKPIs.com

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20.000 KPIs enlisted and one research report from the Top 25 KPIs series.

# Educational resources



## MICRO-CERTIFICATE IN EMPLOYEE PERFORMANCE MANAGEMENT MATURITY ASSESSMENT

This micro-certification course is an additional benefit provided to all participants to upskill professionals in assessing Employee Performance Management Frameworks in organizations. The maturity assessment methodology presented during the course is the proprietary knowledge of The KPI Institute and Global Performance Audit Unit, built on 10+ years of research and practical experience in strategy formulation. Moreover, upon course completion participants can request access to one-time, free of charge, the entire evaluation methodology on the GPA Unit online platform.

Professionals will gain practical experience in identifying the strengths and weaknesses of organizational practices and formulating improvement recommendations in 6 key areas:

- › Performance Planning
- › Performance Recognition
- › Performance Measurement
- › Performance Improvement
- › Performance Review
- › System Governance

## OTHER RELATED MICRO-CERTIFICATES



**Micro-certificate  
in Strategy Planning  
Maturity Assessment**



**Micro-certificate  
in Performance Measurement  
Maturity Assessment**



**Micro-certificate  
in Performance Improvement  
Maturity Assessment**

*NOTE: These three micro-certificates are not offered as part of the Certified Employee Performance Management Professional Program, they can be purchased separately.*

*For more information, [CLICK HERE](#)*

# Faculty



The KPI Institute retains the authority to designate facilitators for each training course based on business requirements. The TKI Faculty continually expands by incorporating subject matter experts and experienced professionals to guarantee an exceptional experience for our trainees. Consequently, the facilitator assigned to the course may undergo changes prior to the actual delivery date. For information about the appointed facilitator for each session, kindly contact your sales representative or reach out to [office@kpiinstitute.org](mailto:office@kpiinstitute.org).



## Iulia Tutulan

Management Consultant  
Expertise: Employee Performance  
Management



## Teodora Gorski

Managing Director MENA  
Expertise: Performance  
Measurement & Management,  
Balanced Scorecard, Employee  
Performance Management



## Ahmed Al-Zahrani

Lead Management Consultant  
Expertise: Strategy Planning  
and Execution, Organizational  
Development, and People  
Management.



## Manhal Dakhl-Allah

Lead Management Consultant  
Expertise: Strategy Planning &  
Execution, Business Balanced  
Scorecards, Performance &  
KPIs Management, Employee  
Performance Management.



## Fadi Al-Jafari

Management Consultant  
Expertise: Data Analysis &  
Visualization, Strategy Planning  
& Execution, Performance  
Measurement Management



# About Executive Education in Strategy and Performance



The Executive Program in Strategy and Performance is the most complex educational program in The KPI Institute's portfolio. It is designed for business leaders who are interested in strengthening their skills in strategic planning, performance measurement, data analysis and reporting, and strategy execution in dynamic markets.

Professionals interested in this program, can enroll to obtain one of the following diplomas:

## Postgraduate Diploma in Strategy and Performance

Recommended for Executives and consultants interested in developing an in-depth understanding and experience in Strategy and Performance Management.

- > 3 semesters (18 months)
- > 6 mandatory courses
- > 2 elective courses
- > 1 final practitioner portfolio (36 assignments)
- > 1 Postgraduate Diploma in Strategy and Performance

## Graduate Certificate in Strategy and Performance

Recommended for professionals interested to explore the basic disciplines related to Strategy and Performance Management.

- > 2 semesters (12 months)
- > 4 courses
- > 1 final practitioner portfolio (20 assignments)
- > 1 Graduate Certificate in Strategy and Performance



*"NOTE: Certified Employee Performance Management Professional is part of the Postgraduate Executive Education program."*



# Course Fees



Language	Date	Time zone 1	Time zone 2	Standard Fee	Special Fee
English	> 12 - 16 February	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500	USD \$ 1,350
	> 27 - 31 May	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500	USD \$ 1,350
	> 02 - 06 September	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500	USD \$ 1,350
	> 11 - 15 November	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500	USD \$ 1,350
Arabic	> 10 - 14 March	22:30-02:30 GST	13:30-17:30 CST (US)	USD \$ 1,500	USD \$ 1,350
	> 30 - 04 July	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500	USD \$ 1,350
	> 06 - 10 October	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500	USD \$ 1,350

## Join as a Group

### Customized Live Online Group Training Programs

The KPI Institute is offering Customized Live Online Group Training Programs that provide a perfect blend of research, best-practice and best-in-class instructional design.

Leveraging on our extensive research work, our highly skilled faculty, our expertise in providing customized learning solutions, together with next-generation online technology, our Group learning programs are unique, accessible anytime, anywhere learning experiences that deliver results for employees and the organization.

This fully customized training solution supports organizations of all sizes to provide their employees with development opportunities in an efficient, impactful and cost-effective way.

# Benefits of customized live online sessions



## ▶ Flexibility and convenience

Participants can learn from anywhere and it can be scheduled in consecutive days throughout one week or selected days over 2 or more weeks. Participants can access learning materials from anywhere, anytime convenient for the group.

## ▶ Customized course content

Course content, case studies and exercises will be customized based on the group's industry or selected functional areas, as well as by assessing current needs and competency development requirements.

## ▶ Business continuity

Continuity of work with daily sessions scheduled for a maximum 4 hours to ensure both information assimilation efficiency and work-related task completion.

## ▶ Virtual collaborative learning

Facilitated inter-company learning is enabled, leading to Virtual Teams Cooperation and Communication, with the help of specialized E-Learning technology.

## ▶ Cost effectiveness

An estimated of up to 40% savings compared with traditional face-to-face in-house solutions, due to logistical burdens being waved from both customer and contractor.

Customized Live Online Group Courses	Online Live Format	Content details
Certification	5 Days - 4h/Day	Fully customized certification course
Masterclass	4 Days - 4h/Day	75% of the certification course content, selected based on group requirements
Essentials	2 Days - 4h/Day	50% of the certification course content, selected based on group requirements
Awareness Session	4 h	Selected 1 or 2 sessions from a certification content, depending on the length

Group sizes range from a minimum of 10, to a maximum of 25 participants.

Should you be interested in scheduling a live online Group training course, email us at [office@kpiinstitute.org](mailto:office@kpiinstitute.org) or contact one of the region representatives.

## Online Coaching (up to 4h)

- ▶ One of our consultants and facilitators will be dedicated to help customers individually achieve their business objectives, evaluate current systems or tools and provide feedback on how to improve current strategy, performance measurement and management practices.
- ▶ Our dedicated coaches are industry, capability and functional area experts who guide the participants in addressing their business needs and requirements.
- ▶ They will work closely with attendees and help them address their individual areas of improvement.
- ▶ We can assist in providing coaching on all the topics that we cover through our certification programs detailed in this brochure.

\*Live coaching will be provided via conference call. The session scheduling will be established either via email/conference call for all delegates or individually between each participant and the facilitator.

\*\*Hours to be accessed when required by scheduling as per customer preference and facilitator availability.

Get in touch with us for a customized quotation

# Registration

## 3 ways to register

### Online

marketplace.kpiinstitute.org

### Direct contact

Call us and we will assist you through the registration process.

#### Asia-Pacific Delegate

Sasikala Annamalai

Senior Business

Development Manager

E: sasikala.annamalai@kpiinstitute.com

M: +60 12 591 1366

#### Worldwide Delegate

Alexandru Muntean

Head of Customer Engagement

E: alex.muntean@kpiinstitute.com

M: +40 747 060 997

## Registration form

Email us with your registration details

## Payment

### Credit card

Pay by credit card using the online facility.

### Bank transfer

1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

## Registration form

By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

### Participant details:

Mr.  Mrs.

First name

Last name

Job title

Email

Phone

Organization

Department

Date of training course

Training course

City

Country

### Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

### Term of Agreement

If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

Signed

Date

Company stamp

☒ e Customer acknowledges and agrees that all materials provided by ☒ e KPI Institute, including but not limited to the live presentations, any audio-visual presentations, and the handout materials distributed pre, during and after the training course, shall at all times remain the sole and exclusive property of ☒ e KPI Institute. ☒ e y cannot be made public, and can only used for the purpose of the individual course participant's benefit. In no event shall the Customer use the live presentations, any audio-visual presentations, and/or the handout materials for any other purpose, including but not limited to the offering of any course, training or seminar that in any manner competes with the course or any portion thereof. ☒ is provision shall survive the termination or expiration of this Agreement.





## EUROPEAN DIVISION

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## MIDDLE EAST DIVISION

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## SE ASIA DIVISION

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## HEADQUARTERS

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