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maentae

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THE KPI INSTITUTE

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CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL
THE KPI INSTITUTE
Framework v 2.0 2026
C-PM

# CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

**Transform to perform and grow**

LIVE ONLINE CERTIFICATION

## 2026 EDITIONS:

> 12 - 16 OCTOBER
> 08 - 12 NOVEMBER (ARABIC)

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

## Key business benefits:

- Improve business results by operating an effective Performance Management System.
- Get practical experience in designing performance scorecards and dashboards.
- Build the business case for using a Performance Management System and investing in a performance oriented culture.
- Eligible for Executive Program in Strategy & Performance Graduate Certification and Executive Program in Strategy & Performance Postgraduate Diploma.

POSTGRADUATE DIPLOMA
STRATEGY & PERFORMANCE
THE KPI INSTITUTE

## Over the last years, The KPI Institute's team has:

- 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.

GRADUATE CERTIFICATE
STRATEGY & PERFORMANCE
THE KPI INSTITUTE

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# Course overview

The Certified Performance Management Professional course approaches performance management as a key capability for successful organizations, as the backbone structure for strategy planning and execution.The training curricula is centered on the design of specific processes that support the growth of a performance culture, the measurement and reporting of performance for informed business decisions. The course is highly interactive and engages participants into real-life KPI usage scenarios, such as exploring potential causes for poor performance and creating a meaningful action plan or align strategic objectives to projects to create alignment between strategy and operations.

## Participants' profile

**> Strategy and Performance Management Experts**

Strategy Managers, Business Planning Specialists, Performance Measurement Specialists and independent Business Management Consultants have the opportunity to obtain a premium certification for their skills in the area of corporate and operational performance management. This course provides the opportunity to compare personal perspectives with best practices, to liaison with industry peers and to practice under the guidance of an experienced facilitator.

**> Executives and Managers**

Professionals from all management levels, regardless of their specific industry or functional area, will benefit from this course as it provides the fundamental pillars, tools, and know-how to operate effectively a Performance Management System. They will learn how to make a better usage of performance management instruments, how to engage the key to building a result-oriented culture, and how to leverage data for better decision-making.

**> Professionals interested in Performance Management**

Entrepreneurs, business analysts, and professionals from different fields have the opportunity through this course to better grasp the particularities of performance management and they can explore the application of key principles in their area of activity with the support of the training facilitator.

## Benefits

- Build a strong case to outline the importance of a sound Performance Management System for the growth of the organization;
- Discover the key enablers for creating a performance-oriented culture;
- Reflect on the organization's practices and identify the necessary improvements to create a more mature Performance Management System;
- Get ready-to-use Performance Scorecard, Performance Dashboard and Portfolio of Initiatives configured in Microsoft Excel;
- Obtain free access to assess the maturity of the performance improvement system in your organization;
- Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer.

## Learning objectives

- Identify the key competencies needed to build the internal performance management capability;
- Design the main tools for a performance management architecture;
- Use performance data to leverage decision-making and execute strategy;
- Improve the performance reporting process in the organization;
- Nurture fundamental enablers for the growth of a result-oriented organizational culture.

# Agenda

## Day 1 - 4h

### Introduction to Performance Management

- Key Performance Management Concepts
- Evolution of Performance Management
- Performance Management Frameworks
- Performance Management System Architecture

### Trends Shaping Performance Management Practices

- Digital Transformation
- Stakeholder Capitalism
- ESG & Sustainability
- Agility
- Resilience

## Day 2 - 4h

### Performance Management System Governance

- State of Performance Management Systems Worldwide
- Benefits of Having a Performance Management Office in the Organization
- Integration Performance Management Processes with Key Organizational Processes
- Best Practice Profile of the Performance Management Function
- Performance Management Implementation Business Case

### The Performance Management Process

- Main Features of the Performance Management Process
- Performance Management System Governance Models
- Performance Reporting Requirements
- Management Reporting Structure
- Data Quality and Audit

## Day 3 - 4h

### Performance Management Tools

- Desired State of Evolution
- Strategy Map
- Performance Scorecard
- Performance Dashboard
- Performance Management System Integration

### Performance Enablers

- Leadership and Communication
- People
- Organizational Environment
- Culture and Innovation
- Technology

# Agenda

## Day 4 - 4h

### Learning and Improvement

- Framework for Continuous Improvement
- Performance Management System Optimization
- Improving Performance Results
- Learning and Improvement Techniques

### Corporate Performance Management

- Performance Management System Evaluation
- Departmental Scorecard Development Process Map
- Departmental Scorecard Development RASCI MAtrix
- Performance Management Tools and Initiatives
- Data Gathering and Reporting

## Day 5 - 4h

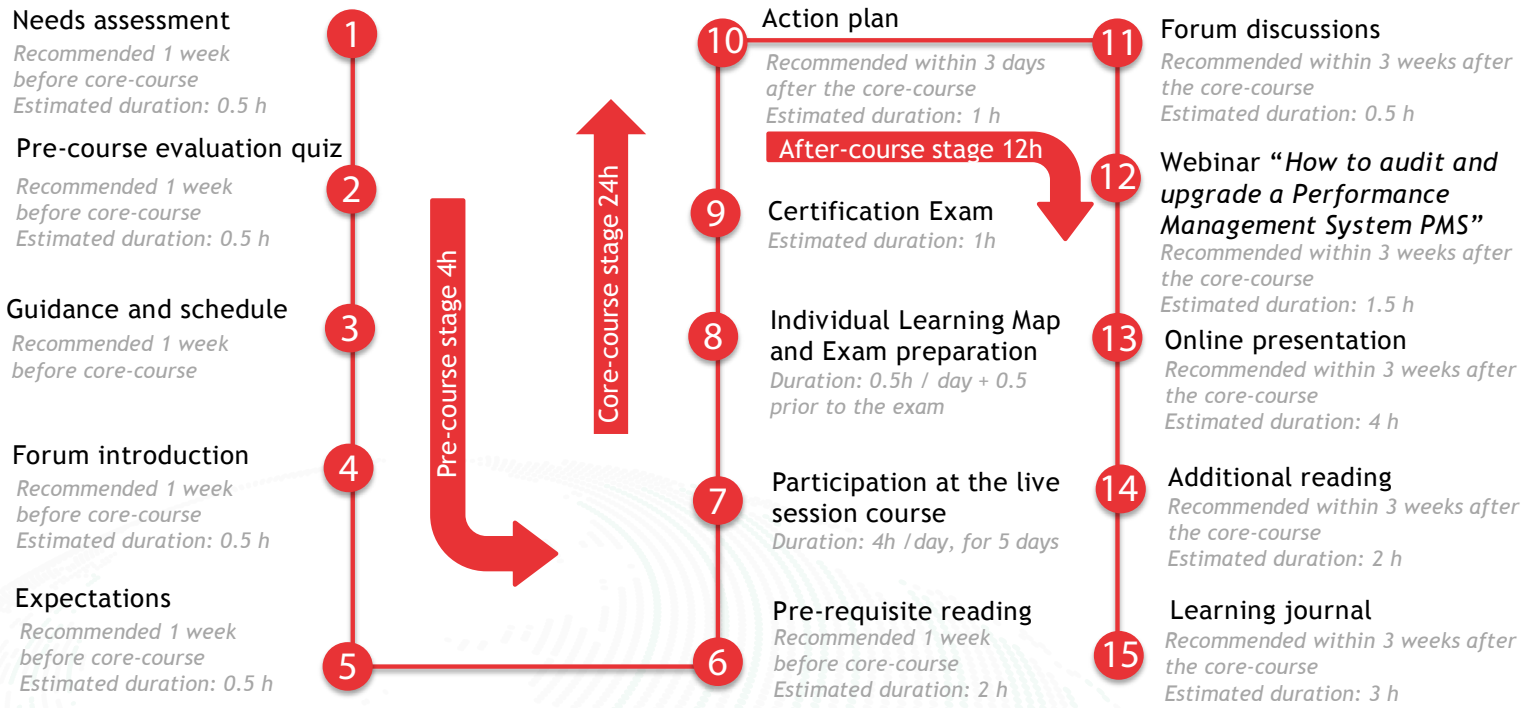
### Departmental Performance Management

- Underperforming KPIs and associated problems
- Cause and Effect Analysis
- Drafting Improvement Initiatives
- Cascading Initiatives
- Key Initiative Performance Indicators
- Action Plan for Improvement

### Individual Performance Management

- Agile Employee Performance Management
- Continuous Employee Performance Management Cycle
- Meetings and Check In Discussions
- Performance Matrix Analytics

# Certification Process




The certification process is finalized only when you complete all 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 taking part in the 5 days of the live session course;
- Certified Professional diploma (soft copy): after you have successfully completed all 3 stages of the learning experience and the contractor has received full payment.
- CPD Certificate of Attendance (soft copy): once you have successfully obtained the Professional status.

# Educational resources

## Course materials

- Course slides;
- Course notes;
- Course quiz;
- The Performance Management Poster.

## The qualitative reports

- Performance Management - State of Discipline, Editions 2012-2020;
- State of Strategy Management Practice Report in 2022.

## Catalogues

- Scorecards;
- Dashboards;
- Glossary of terms;
- Initiative Documentation Forms in Practice.

## Videos

- 11 Videos dedicated to Performance Management.

## Webinars

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

## Performance Management Toolkit

- Templates: Desired State of Evolution, Strategy Map, Performance Scorecard, Performance Dashboard, Performance Healthogram, Performance Maturity Model, Initiatives Portfolio, Performance Management System Architecture, Monthly Performance Management Process, Employee Scorecard, KPI documentation form;
- Manuals: Performance Scorecard guide for administrator, Performance Dashboard guide for administrator;
- Publications: KPIs for Call Center Dashboard, KPIs for Call Center Scorecard.

## Premium subscription on smartKPIs.com

Available for 6 months, providing access to 500 fully-documented KPIs, over 20,000 listed KPIs, and one research report from the Top 25 KPIs series.

# Where Learning Becomes Lasting Knowledge

## The Science of Reinforcement

Most employees forget up to 90% of traditional training within a week (Ebbinghaus Forgetting Curve). Lerero flips the curve, turning training into lasting mastery through gamification, repetition, and reinforcement. With 90 days of microlearning, knowledge retention can improve by up to 80%.

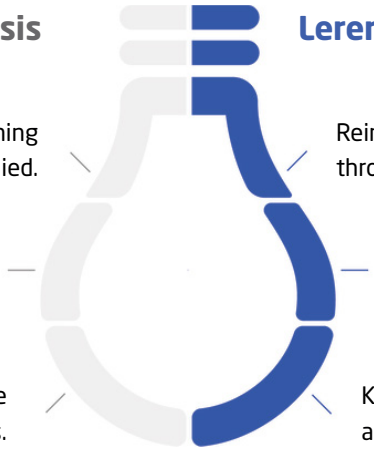
### The Problem → The Transformation

**The Learning Crisis**

Most corporate learning fades before it's applied.

Traditional L&D metrics measure attendance, not retention.

Learners disengage after training ends.



**Lerero's Transformation**

Reinforces learning daily through micro-challenges.

Uses science-based reinforcement to build recall and confidence.

Keeps them active with gamified, adaptive nudges for 90 days.

LERERO
LEARNING REINFORCEMENT
CHAMPIONSHIP

### The 90-Day Reinforcement Championship

Most training stops at completion. The Lerero Learning Reinforcement Championship (LLRC) keeps learning alive for 90 days through micro-challenges, nudges, and leaderboards by turning completion into competence.

- Daily Micro-Challenges
- Leaderboards & Streaks
- Badges & Rewards
- Real-Time Analytics

Ready to Reinvent Learning?

**Book a Demo**

**Contact us:**
sales@lerero.com

**Visit us:**
www.lerero.com

# 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.**

## Andrea Minelli

Management Consultant
Expertise: Strategy Planning & Execution, Performance Measurement
& Management, Balanced Scorecard

## Cristina Mihailoaie

Business Unit Manager - Research Division
Expertise: Strategic Planning and Execution, Performance Measurement,
Employee Performance Management, Maturity Assessment, Operational Governance

## Malek Ghazo

Lead Management Consultant
Expertise: Performance Measurement Management, Strategy Management, Data Visualization, Customer Service, Organizational Excellence, Innovation, Sustainability

## Alin Sonda

Management Consultant
Expertise: Performance Measurement & Management, Balanced Scorecard, Performance Audit

## Radu Cocean

Lead Management Consultant
Expertise: Strategy Planning and Execution

# 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 Performance Management Professional is part of both Executive Education programs, Graduate and Postgraduate."

# Course Fees

| Language | Date | Time zone 1 | Time zone 2 | Standard Fee |
|---|---|---|---|---|
| English | > 22 - 26 June | 17:00-21:00 KSA time | 09:00-13:00 CST (US) | USD $ 1,500 |
| | > 20 - 24 July | 08:00-12:00 KSA time | 13:00-17:00 GMT +8 | USD $ 1,500 |
| | > 12 - 16 October | 17:00-21:00 KSA time | 09:00-13:00 CST (US) | USD $ 1,500 |
| Arabic | > 31 - 04 June | 17:00-21:00 KSA time | 09:00-13:00 CST (US) | USD $ 1,500 |
| | > 02 - 06 August | 08:00-12:00 KSA time | 13:00-17:00 GMT +8 | USD $ 1,500 |
| | > 08 - 12 November | 17:00-21:00 KSA time | 09:00-13:00 CST (US) | USD $ 1,500 |

# Join as a Group

**Customized Live Online Group Training Programs**

The KPI Institute offers 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, and our next-generation online technology, our Group learning programs are unique, readily-available learning experiences that deliver results for both your employees and your 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 the course 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.

- **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**
  You can continue your work, with daily sessions, scheduled for a maximum of 4 hours, to ensure both information assimilation and work-related task completion efficiency.

- **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**
  You will save approximately 40% of your investment when compared to traditional face-to-face in-house solutions, due to the logistical burdens being removed 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 | 3 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 | 1 or 2 selected sessions from the 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 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 system 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 will guide the participants.
- They will work closely with the 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 with 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, minus $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 are unable to attend the course after the registration process has been completed, you may delegate another person to attend the course in your place, without paying any further fees. If you have confirmed and paid the attendance fee, but you didn't attend the course, the fee will not be refunded. If you only partially attend the course (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

### Terms 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 .....

The Customer acknowledges and agrees that all materials provided by The 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 The KPI Institute. They 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. This provision shall survive the termination or expiration of this Agreement.

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