



CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

Transform to perform and grow

LIVE ONLINE CERTIFICATION

2025 EDITIONS:

- > 19 - 23 JANUARY (ARABIC)
- > 02 - 06 MARCH (ARABIC)
- > 14 - 18 APRIL
- > 12 - 16 MAY
- > 07 - 11 JULY
- > 10 - 14 AUGUST (ARABIC)
- > 20 - 24 OCTOBER
- > 09 - 13 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.



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.



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

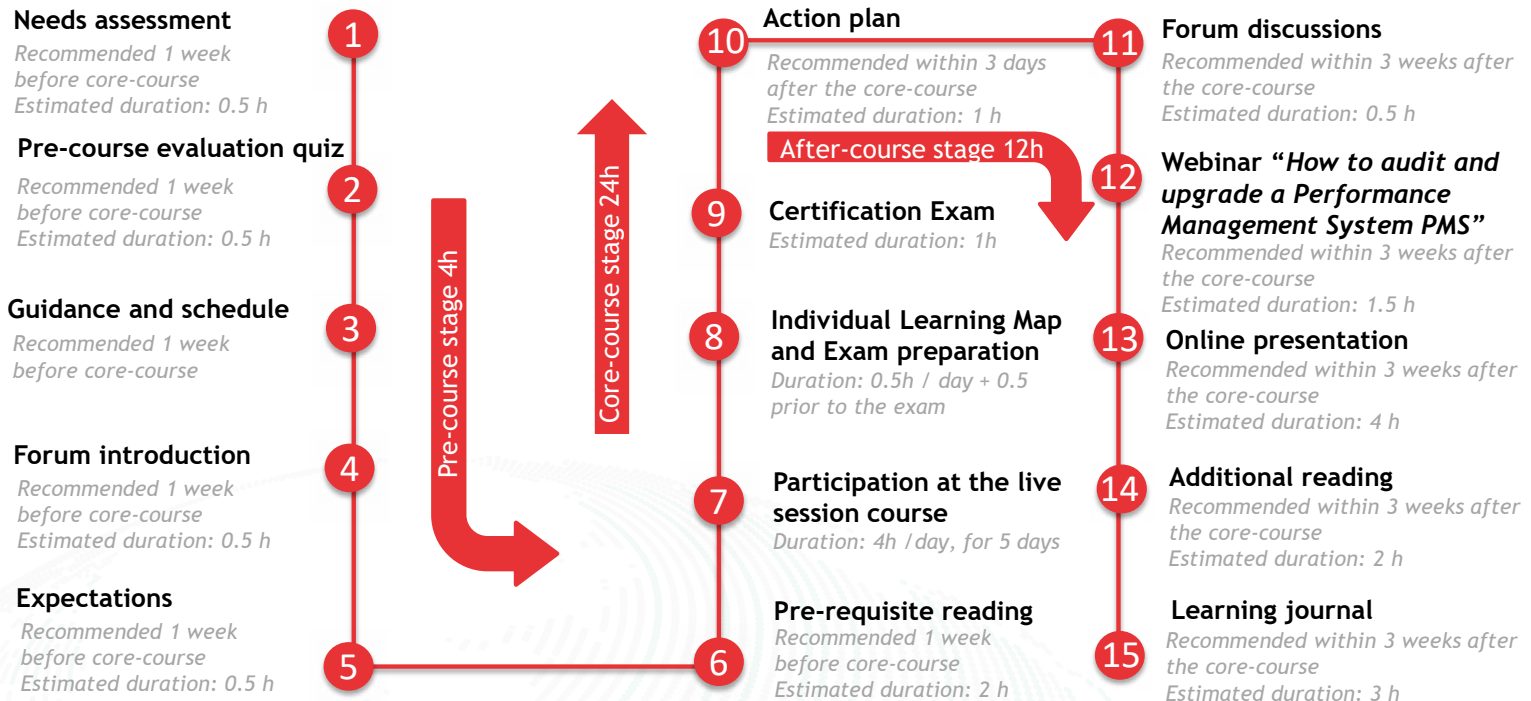
Departmental Performance Management

- › 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

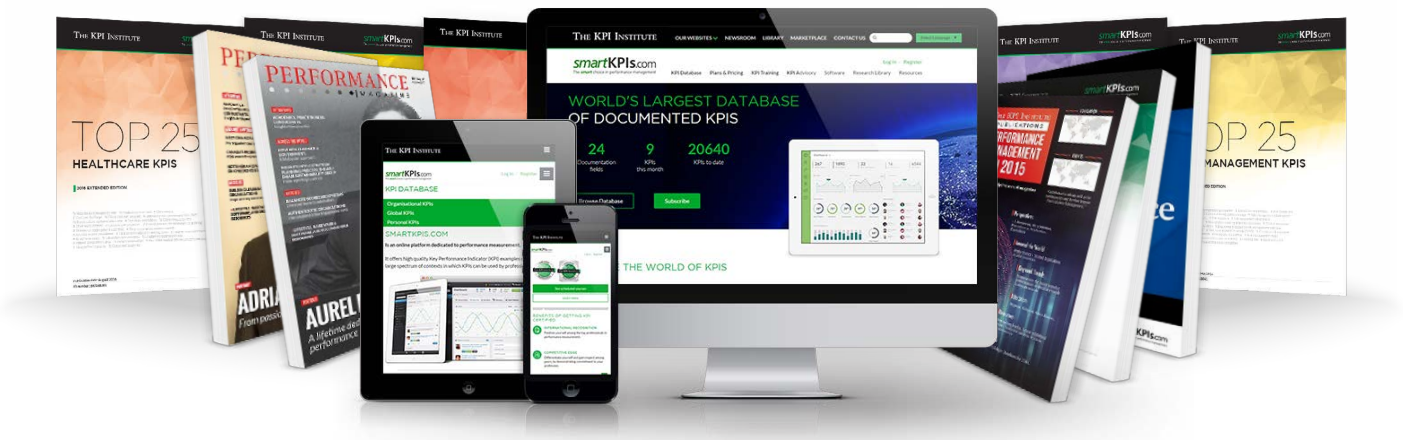
Certification Process



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.

Webinars

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

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.

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.

Videos

- › 11 Videos dedicated to Performance Management.

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.

Educational resources



This micro-certification course is an additional benefit provided to all participants to upskill professionals in assessing Performance Improvement 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:

- › Data analysis
- › Reporting
- › Decision Making
- › Initiatives Management
- › Learning & Recalibration
- › Performance System Governance

OTHER RELATED MICRO-CERTIFICATES



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



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



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

NOTE: These three micro-certificates are not offered as part of the Certified 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.



Andrea Minelli

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



Cristina Mihailoiaie

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	> 14 - 18 April	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500
	> 12 - 16 May	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500
	> 07 - 11 July	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500
	> 20 - 24 October	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500
Arabic	> 19 - 23 January	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500
	> 02 - 06 March	22:30-02:30 GST	13:30-17:30 CST (US)	USD \$ 1,500
	> 10 - 14 August	09:00-13:00 GST	13:00-17:00 GMT +8	USD \$ 1,500
	> 09 - 13 November	18:00-22:00 GST	09:00-13:00 CST (US)	USD \$ 1,500
Bahasa Indonesia	> 19 - 23 May	13:00-17:00 GMT +7		USD \$ 865

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

Middle-East Delegate

Teodora Gorski
Managing Director MENA
E: teo.gorski@kpiinstitute.com
M: +971 55 787 6427

Worldwide Delegate

Alexandru Muntean
Head of Customer Engagement
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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 be 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.



THE KPI INSTITUTE

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