Produced by:

maentae

In partnership with:

THE KPI INSTITUTE

Live-Online Certifications 2026

WORLDWIDE

The KPI Institute has been bestowed official recognition from the CPD Standards Office for 12 of our training courses, as an accredited Continuing Professional Development (CPD) educational and training course provider. Moving forward, all of our courses will bear the mark of the CPD Standards Office.

www.kpiinstitute.org office@kpiinstitute.com +613 7050 2557

Certification Programs

For more than 20 years, The KPI Institute has been making a difference in developing best practices in the performance management field and sustaining the rapid growth of hundreds of institutional and corporate clients. Achieving performance entails maintaining sustainable business results, raising your performance ceiling, and overcoming those hurdles that dampen your improvement.

As a result, we have granted our clients and partners unfettered access to our learning & training opportunities, by going online with many of our most popular courses. We're here to help you along your professionalization journey!

CERTIFIED KPI PROFESSIONAL AND PRACTITIONER

This program is meant to improve the practical skills in working with KPIs and developing instruments like scorecards and dashboards. Participants will acquire a sound framework to measure KPIs, starting from the moment they are selected, until results are collected in performance reports.

CERTIFIED OKR PROFESSIONAL

This course teaches participants how to set and work with OKRs and offers them the opportunity to get certified on the ability to deploy and use OKRs in accordance with The KPI Institute's standards, developed through extensive research and practical knowledge in the field of Performance Management and Objective Setting.

CERTIFIED STRATEGY AND BUSINESS PLANNING PROFESSIONAL

The course will help improve an organization's business planning process and long-term organizational performance, through the use of strategic planning tools that will ultimately lead to smarter and quicker strategic decisions.

CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

This course offers insights and best practices for improving performance in different scenarios, from data analysis and reporting, decision making and initiative management, to building a performance culture.

CERTIFIED STRATEGY AND PERFORMANCE MATURITY ASSESSMENT PROFESSIONAL

This educational program presents a rigorous approach to diagnosing and auditing the maturity of performance architectures across 5 capabilities: strategic planning, performance measurement, performance management, performance culture, and employee performance management.

CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL

Attendees will gain exposure to best practices and key concepts, and will learn how to establish and use criteria for performance evaluations, from the implementation stage, to the improvement and maintenance of the company's employee performance management system.

CERTIFIED DATA ANALYSIS PROFESSIONAL

Attendants will understand through practical learning how to effectively collect, analyze, and interpret data by enabling managers/analysts to draw insights from both quantitative and qualitative data, based on historical statistics and trend analysis.

CERTIFIED DATA VISUALIZATION PROFESSIONAL

An exclusive framework that provides insights on effective visual communication, through a rigorous approach to creating visual representations of vast information, techniques of standardization, and tailored data visualization tools.

CERTIFIED BENCHMARKING PROFESSIONAL

Benchmarking's methodological uniqueness is represented by the identification and analysis of the processes that lead to a company achieving superior performance, offering the opportunity to compare an organization's performance against industry competitors.

CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL

This course focuses on delivering all the information needed to fully comprehend the value of the Balanced Scorecard, as well as on developing the necessary skills for its successful implementation.

CERTIFIED AGILE STRATEGY EXECUTION PROFESSIONAL

The Certified Agile Strategy Execution Professional course reflects the best methodologies to leverage the benefits of deploying an integrated strategy and performance management framework within organizational settings.

Scheduled Courses

No matter what your learning needs are - and we know they're always evolving - you can find the program that's right for you with The KPI Institute Live-Online certification courses.

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Course-based schedule

CERTIFIED STRATEGY AND BUSINESS PLANNING PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 11 - 15 May	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 15 - 19 June	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 06 - 10 July	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 24 - 28 August	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 14 - 18 September	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 19 - 23 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 23 - 27 November	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 07 - 11 December	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
Arabic	> 26 - 30 April	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 07 - 11 June	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 12 - 16 July	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 16 - 20 August	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 20 - 24 September	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 11 - 15 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 15 - 19 November	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 13 - 17 December	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
Bahasa Indonesia	> 08 - 12 June	13:00-17:00 GMT +7		USD $ 865

CERTIFIED AGILE STRATEGY EXECUTION PROFESSIONAL
LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 08 - 12 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 13 - 17 July	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 21 - 25 September	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 16 - 20 November	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
Arabic	> 26 - 30 July	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 25 - 29 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500

CERTIFIED KPI PROFESSIONAL
LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 18 - 22 May	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 01 - 05 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 27 - 31 July	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 10 - 14 August	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 07 - 11 September	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 26 - 30 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 16 - 20 November	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 23 - 27 November	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 14 - 18 December	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
Arabic	> 10 - 14 May	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 14 - 18 June	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 19 - 23 July	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 23 - 27 August	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 13 - 17 September	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 11 - 15 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 18 - 22 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 22 - 26 November	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 29 - 03 December	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 27 - 31 December	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500

CERTIFIED KPI PRACTITIONER LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 06 - 08 July	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 900
	> 05 - 07 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 900
Arabic	> 31 - 02 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 900
	> 04 - 06 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 900

CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL LIVE-ONLINE CERTIFICATION

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
Bahasa Indonesia	> 19 - 23 October	13:00-17:00 GMT +7		USD $ 865

CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 11 - 15 May	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 07 - 11 September	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 09 - 13 November	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
Arabic	> 09 - 13 August	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 25 - 29 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500

CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 22 - 26 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 14 - 18 September	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 02 - 06 November	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500

CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
Arabic	> 26 - 30 July	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 05 - 09 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
Bahasa Indonesia	> 10 - 14 August	13:00-17:00 GMT +7		USD $ 865

CERTIFIED OKR PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 04 - 08 May	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 27 - 31 July	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 24 - 28 August	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 21 - 25 September	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 19 - 23 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 09 - 13 November	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 14 - 18 December	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
Arabic	> 21 - 25 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 16 - 20 August	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 25 - 29 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500

CERTIFIED DATA ANALYSIS PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 08 - 12 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 24 - 28 August	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 19 - 23 October	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
Arabic	> 30 - 03 September	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500

CERTIFIED DATA VISUALIZATION PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 03 - 07 August	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
	> 07 - 11 December	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
Arabic	> 12 - 16 July	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500

CERTIFIED BENCHMARKING PROFESSIONAL LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 11 - 15 May	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
	> 23 - 27 November	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500
Arabic	> 31 - 04 June	08:00-12:00 KSA time	13:00-17:00 GMT +8	USD $ 1,500
	> 18 - 22 October	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500

CERTIFIED STRATEGY AND PERFORMANCE MATURITY ASSESSMENT LIVE-ONLINE CERTIFICATION

Language	Date	Time zone 1	Time zone 2	Standard Fee
English	> 18 - 22 May	16:00-20:00 KSA time	08:00-12:00 CST (US)	USD $ 1,500
	> 17 - 21 August	09:00-13:00 KSA time	14:00-18:00 GMT +8	USD $ 1,500
	> 23 - 27 November	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
	> 27 - 31 December	17:00-21:00 KSA time	09:00-13:00 CST (US)	USD $ 1,500

Courses organized by partners:

Contact Partner
Cosmin Chindris
Director – Global Partnerships
E: cosmin.chindris@kpiinstitute.com
M: +40 740 963 913

Face to face delivery:

Partner	Course	Date	Time	Location	Language	Fee
Jordan Handover Consulting	C-KPI	09 - 11 August	09:00 - 17:00 GMT+3		English	Contact partner
	C-KPI	06 - 08 December	09:00 - 17:00 GMT+3		English	Contact partner

Live Online delivery:

Partner	Course	Date	Time	Language	Fee
Nigeria Pause Factory	C-KPI	20 - 22 May	09:00 - 16:00 WAT	English	Contact partner
Handover Consulting *Jordan*	C-KPI	21 - 25 June	09:00 - 13:00 GMT+3	English	Contact partner
	C-KPI	11 - 15 October	09:00 - 13:00 GMT+3	English	Contact partner
Real Hands-on *Egipt*	C-KPI	13 - 17 June	18:30 - 22:30 EET	English	Contact partner
	C-BSC	11 - 15 July	18:30 - 22:30 EET	English	Contact partner
	C-SBP	08 - 12 August	18:30 - 22:30 EET	English	Contact partner
	C-KPI	05 - 09 September	18:30 - 22:30 EET	English	Contact partner
	C-KPI	14 - 18 November	18:30 - 22:30 EET	English	Contact partner
Vigilance Consulting *Bahrain*	C-SBP	03 - 07 May	17:00 GMT+3	English	Contact partner
	C-KPI	28 Jun - 02 July	17:00 GMT+3	English	Contact partner
	C-SBP	12 - 16 July	17:00 GMT+3	English	Contact partner
	C-KPI	26 - 30 July	17:00 GMT+3	English	Contact partner
	C-SBP	09 - 13 August	17:00 GMT+3	English	Contact partner
	C-KPI	06 - 10 September	17:00 GMT+3	English	Contact partner

Live Online delivery:

Partner	Course	Date	Time	Language	Fee
Vigilance Consulting *Bahrain*	C-OKR	18 - 22 October	17:00 GMT+3	English	Contact partner
	C-KPI	25 - 29 October	17:00 GMT+3	English	Contact partner
	C-OKR	08 - 12 November	17:00 GMT+3	English	Contact partner
	C-BSC	15 - 19 November	17:00 GMT+3	English	Contact partner
	C-KPI	22 - 26 November	17:00 GMT+3	English	Contact partner
	C-SBP	29 Nov - 03 December	17:00 GMT+3	English	Contact partner
	C-KPI	06 - 10 December	17:00 GMT+3	English	Contact partner

Benefits of Live-online Formats

Enjoy all of the perks and quality of our usual learning experiences, now in a more accommodating and comfortable format:

Work continuity

The learning never stops! With our new formats, we can programme daily sessions of up to 4 hours in length, which will ensure not only that our attendees can assimilate all of the information efficiently, but they can also tend to all of their work-related tasks as well.

Logistical versatility

Given the structure of our live sessions, you will be able to join in from your office desks, meeting rooms or even the comfort of your home, if you so wish to choose!

Choice flexibility

Since we're now delivering in an online format, you no longer have to be tied to travel costs & schedules. You are free to choose which session you attend. If you cannot make it to the first training course, you can always opt in to join a later one, at your convenience.

Saving costs

The KPI Institute's new online live formats present both businesses and individuals with an unprecedented opportunity – saving up to almost 50% on your course costs, compared to our regular in-house or face-to-face formats, since many of the logistical burdens waive from both the client and contractor.

Practicing virtual cooperation

Our new online courses enable you to gain experience in using virtual cooperation & communication environments, with the aid of specialized software tools like Microsoft Teams, Slack and others. These may serve as a reliable model for future work-related activities.

In-depth knowledge

Considering the specific nature of these training sessions, all attendees will be able to gain much greater knowledge over any and all aspects of their chosen course, since each trainer will be able to customize the experience according to each client's needs, rate of learning, and depth of information.

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 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 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 of 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 waived 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 for online coaching services.

Benefits of Online Coaching

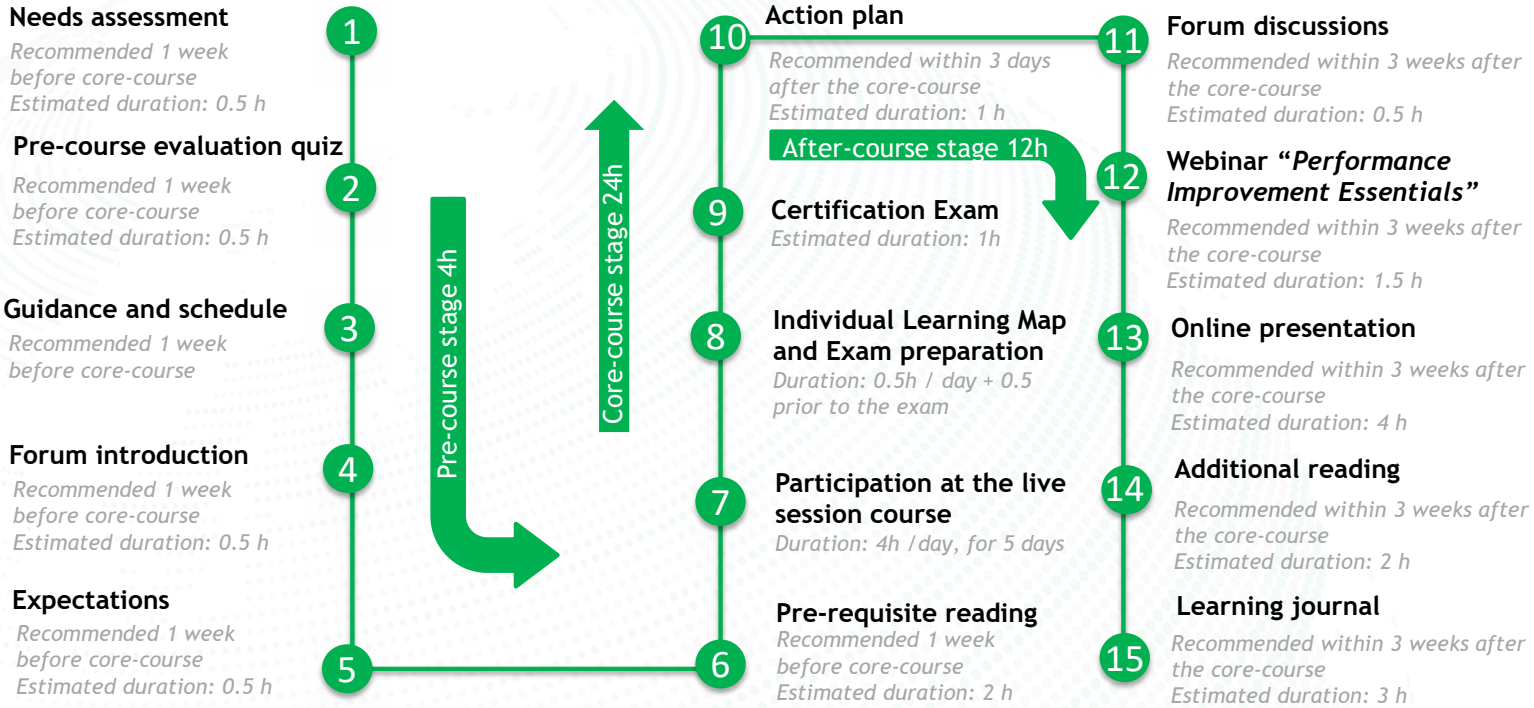
Personal coach

Receive one-on-one coaching from any of our foremost experts, all of which boast several years of experience in their respective specializations. This format allows you to address some of your most granular questions and ensures you master each technique and theoretical notion.

Schedule flexibility

The Coaching hours can be split and scheduled over several consecutive days, during one week, or planned out on specific days, over a 2+ week period. It's up to you and your availability!

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.

FAQ & Technical Requirements

How do I register for the course?

Similar to our open face-to-face programs, we have an application and admission process in place for our online programs. You will be requested to fill in the application form and process the payment for the course, in order to be registered. You will receive a confirmation email that the registration has been completed.

How much time should I expect to allocate, in order to complete all course requirements?

A total expected number of hours is 40. This includes:

- Pre-course requirements: 4 hours
- Live online sessions: 20 hours, 4 hours per day, for 5 consecutive days
- Individual Learning Map and exam preparation: 3 hours, 0.5 hours per day, after each live session, and 0.5 hours for final recap before the exam
- Certification Exam: 1 hour
- After-Course requirements: 12 hours

What will I receive upon completing the program?

The certification process is finalized only when you have completed all 3 stages of the learning experience. Nonetheless, you will receive the following:
Certificate of Completion: after completing pre-course activities and passing the Certification Exam;
Certificate of Attendance : after participating in the online training course;
Certified Professional diploma: after you have successfully completed all 3 stages of the learning experience;
CPD Certificate of Attendance: once you have successfully obtained the Professional status.

Will I be able to interact with the facilitator and other participants?

Yes. The learning experience is designed to encourage interaction. The facilitator will address participants questions and provide feedback during the sessions, as well as share best-practice information on any of the topics you will be discussing. Participants will also be encouraged to share their own experiences, work, and discuss in groups during the online course, as well as through the E-Learning platform, before and after the course.

What support can I expect throughout the program?

You can expect full support during the program. Content-related questions will be addressed by the facilitator, certification process queries will be addressed by the Education Team, and any technical questions will be managed by our IT Specialists. Any challenges during the course can be addressed through the E-Learning platform, E-mail, phone or throughout the live online sessions.

What resources will I get access to?

In order to help participants implement the knowledge they have gained, into their oganization, as well as enable further learning on the topic, the following resources will be made available:

- Premium Subscription on smartKPIs.com available for 6 months, providing access to 500 fully documented KPIs and over 20,000 KPI examples;
- One research report from the Top 25 KPIs series;
- Free access to all webinars from the 2014 to 2016 Performance Management series;
- Performance Management Toolkit containing Excel based templates for: Desired State of Evolution, Strategy Map, Scorecard, Dashboard, Portfolio of Initiatives, KPI Documentation Form, KPI Report Form, Initiative Description Form;
- The KPI Infographic;
- The Performance Management in 2012 - 2013 - 2014 reports;
- Catalogues and Fact Sheets;
- Videodoodles;
- Training slides and course notes.

What are the technical requirements required to join the course?

Joining the platform is simple, as you don't need to have the most advanced technical skills. You simply need to click on a link to open the app and join, after that you select use computer audio and you are done.

If I already attended face to face training before, can I get the 1:1 session with consultant?

1:1 sessions with our subject matter experts can be organized on request, regardless of whether you have attended a past public or in-house course or not.

EUROPEAN DIVISION

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Somesului Street, No. 3, 550003
Sibiu, Romania
T: +40 774 698 693

MIDDLE EAST DIVISION

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