Professional Performance Management: Driving Results

16 – 20 May 2027
Amman (Jordan)



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Why This Course

High-performing organizations are built on the foundation of effective performance management systems that align people, strategy, and results. The Advanced Performance Management Program is an intensive 1-week course designed for managers, HR professionals, and team leaders seeking to master advanced techniques in performance planning, evaluation, and continuous improvement.

Through a combination of frameworks, interactive sessions, and practical tools, participants will learn how to design robust performance management systems, set strategic goals, deliver constructive feedback, and manage underperformance with confidence. This program empowers leaders to create a performance-driven culture that enhances productivity, engagement, and organizational success.

What You'll Learn and Practice

By completing this program, participants will:

- Design and implement strategic performance management systems.
- Align individual, team, and organizational goals for maximum impact.
- Conduct effective coaching sessions and performance conversations.
- Manage underperformance and develop targeted improvement plans.
- Apply best practices in evaluation, recognition, and performance-based rewards.

The Program Flow

Day 1: Foundations of Performance Management

- Understanding the performance management cycle and its strategic role.
- Integrating performance management with organizational goals.
- Core elements of an effective performance system.
- Legal and ethical frameworks in performance evaluation.

Day 2: Goal Setting and Performance Planning

- Setting SMART goals and measurable performance indicators.
- Cascading organizational objectives into team and individual goals.
- Establishing meaningful performance standards and expectations.
- Developing comprehensive performance plans and agreements.



Day 3: Coaching and Feedback Techniques

- Mastering coaching models for performance growth.
- Delivering impactful feedback that drives improvement.
- Conducting productive and motivational performance discussions.
- Managing difficult or sensitive feedback conversations.

Day 4: Performance Evaluation and Review

- Designing objective and transparent evaluation criteria.
- Avoiding common rating errors and unconscious biases.
- Structuring effective performance review meetings.
- Documentation and communication of performance outcomes.

Day 5: Driving Performance Improvement

- Identifying and managing underperformance effectively.
- Creating and implementing performance improvement plans.
- Linking performance results to recognition, rewards, and career development.
- Leveraging technology and digital tools in performance management.

Individual Impact

- Gain advanced skills in managing and improving employee performance.
- Enhance leadership confidence in conducting fair and effective evaluations.
- Build stronger relationships through trust-based performance discussions.
- Develop tools and frameworks for motivating and engaging teams.

Organizational Impact

- Establish a transparent and performance-oriented culture.
- Strengthen goal alignment across departments and functions.
- Improve employee engagement, retention, and productivity.
- Integrate data-driven performance insights for continuous improvement.

Training Methodology

This program blends strategic learning with practical application through:

- Real-world case studies and interactive role-playing exercises.
- Group workshops on goal setting, evaluation, and feedback.
- Practical toolkits and templates for immediate implementation.
- Expert-led discussions on performance trends and HR technology.



Beyond the Course

Upon completion, participants will be equipped to build and sustain a high-performance culture that empowers employees, enhances collaboration, and drives organizational excellence.

Graduates of this program will emerge as strategic performance leaders — capable of translating people potential into measurable results.

