Mastering Effective Performance Reviews: A 1-Week Course

1 – 5 November 2027
Kigali (Rwanda)



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Why This Course

Performance reviews are a critical part of building a high-performing organization. When done effectively, they provide clarity, strengthen communication, and support employee growth. However, many managers struggle to conduct reviews that are both objective and impactful.

This intensive 1-week program is designed to help managers and HR professionals develop a structured and practical approach to performance management. It focuses on setting clear expectations, delivering meaningful feedback, and creating a culture of continuous improvement. Through hands-on exercises and real-life scenarios, participants will gain the confidence to lead performance discussions that drive results.

What You'll Learn and Practice

By participating in this program, you will:

- Understand the essential elements of an effective performance review process.
- Set clear and measurable goals aligned with business objectives.
- Deliver constructive feedback that supports employee development.
- Address performance challenges with confidence and professionalism.
- Conduct structured and productive performance review discussions.
- Apply best practices in documentation and follow-up.

The Program Flow

Day 1: Foundations of Performance Management

- Understanding performance management principles and frameworks.
- Exploring the full performance review cycle.
- Reviewing legal considerations and best practices.
- Building trust and encouraging open communication.

Day 2: Goal Setting and Performance Standards

- Applying structured goal-setting techniques.
- Aligning individual performance with organizational objectives.
- Defining clear and measurable performance standards.
- Developing effective performance improvement plans.



Day 3: Feedback and Communication Skills

- Understanding the principles of effective feedback.
- Practicing active listening and questioning techniques.
- Delivering constructive and balanced feedback.
- Managing difficult conversations with confidence.

Day 4: Conducting the Performance Review

- Preparing effectively for review meetings.
- Structuring performance discussions for clarity and impact.
- Addressing performance gaps and improvement areas.
- Documenting outcomes and agreed actions.

Day 5: Follow-up and Continuous Improvement

- Implementing performance improvement plans.
- Providing ongoing coaching and support.
- Measuring the effectiveness of performance reviews.
- Adapting performance management practices for different work environments.

Individual Impact

- Build confidence in leading performance review conversations.
- Improve communication and feedback delivery skills.
- Strengthen the ability to manage performance objectively.
- Develop a more structured and consistent management approach.

Work Impact

- Improve employee performance and engagement.
- Strengthen alignment between individual and organizational goals.
- Enhance the overall effectiveness of performance management processes.
- Support a culture of accountability and continuous improvement.

Training Methodology

This program combines practical learning with real-world application to ensure lasting impact. Methods include:

- Interactive sessions and guided discussions.
- Role-playing exercises for performance conversations.
- Case studies based on workplace scenarios.
- Group activities focused on feedback and coaching techniques.
- Practical tools and templates for performance management.



Beyond the Course

By the end of the program, participants will be able to:

- Conduct structured and effective performance reviews with confidence.
- Set meaningful goals and clear performance expectations.
- Provide constructive feedback that drives improvement.
- Foster a culture of continuous performance development within their teams.

