



## MGT-135 - Performance Management for Organizational Success

### Description

Part of performance management is setting goals with team members. The important factor is that the goals that are set are aligned with the department's strategy, which in turn is aligned with the overall strategy of the organization.

This 3-day Training Course provides participants with the knowledge, tools and techniques required to set clear individual strategic measurement systems and use these Key Performance Indicators (KPIs) as tools to successfully manage the individual performance.

### Learning Outcomes

At the end of the course, participants will be able to:

- Describe the importance of performance management on business success
- Define KPIs for their own department and team members in line with the corporate, business unit and departmental objectives, strategies and KPIs
- Explain the linkage between individual employee KPIs and departmental / corporate objectives and KPIs As part of performance appraisal and identify areas where employees require training and development

### Topics

The training course covers the following topics:

#### DAY 1

- Performance management
  - Performance management process
- From corporate strategy to individual performance

- The planning process
  - Link with team and individual performance management
- *Exercise - Strategic planning process*
- *Workshop - Corporate and departmental strategies*
- *Workshop – From departmental strategies to individual performance*

## **DAY 2**

- Setting individual targets and KPIs
  - Indicators in line with corporate strategy
  - Performance measurement tools
  - Establishing objectives, targets & selecting KPIs
  - KPIs for the individual employee
  - Common performance indicators
  - Communicating KPIs
- *Workshop – Setting individual objectives, targets and performance indicators*
- *Workshop - Communicating KPIs*

## **DAY 3**

- Managing and improving performance
  - Monitoring employee performance
  - Role of management
  - Appraising performance
  - Formal review meetings
  - Identifying employee needs
  - Individual performance documentation
  - Compensation
- *Exercise - Monitoring employee performance*
- *Workshop - Giving feedback & coaching employees*
- *Workshop - Performance review*
- *Workshop - Closing the loop – Development plan*

## **Methodology**

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



## Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for the complete Yearly Training Calendar.

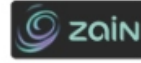


Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for more information and a Proposal.

**About Neotelis**

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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