# MGT-135 - Gestion de la performance pour la réussite organisationnelle

## Description

***Note : Le descriptif de cette formation n'est actuellement disponible qu'en anglais. Nous pouvons toutefois offrir la formation en français sur demande. Veuillez nous contacter à*** training@neotelis.com***.***

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*

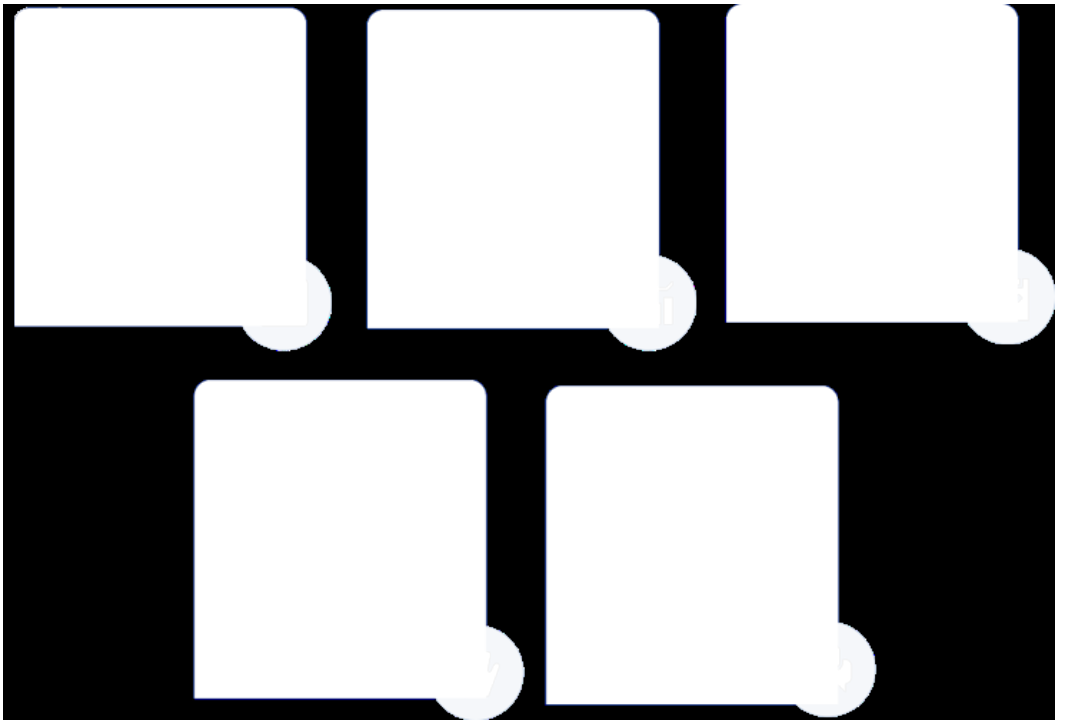
- *Workshop - Giving feedback & coaching employees*

- *Workshop - Performance review*

- *Workshop - Closing the loop – Development plan*

## Méthodologie

Une combinaison d'activités pratiques et de présentations interactives pour favoriser et optimiser l'apprentissage :



## Lieu

Certaines formations de Neotelis sont organisées dans différentes villes à travers le monde. Veuillez nous contacter à training@neotelis.com pour obtenir le Calendrier annuel de formation.



Neotelis peut également livrer des sessions de formation en intra-entreprise, spécialement pour votre organisation. Veuillez nous contacter à training@neotelis.com pour de plus amples informations et pour obtenir une Proposition.

## À propos de Neotelis

Neotelis fournit des services de formation, de conseil ainsi que des conférences et des publications à l'industrie mondiale des télécommunications. Son équipe d'experts seniors a formé des milliers de dirigeants et gestionnaires travaillant pour des opérateurs, des régulateurs et des gouvernements dans plus de 120 pays à travers le monde.

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