



HM210: Certified Performance Management Professional (CPMP)

Training Description:

The **Certified Performance Management Professional (CPMP)** program is a comprehensive and practical training course designed to equip professionals with the knowledge, tools and methodologies required to develop, implement, monitor and improve organizational performance management systems. In today's competitive business environment, organizations must continuously align strategic objectives with operational execution to achieve sustainable success. Effective performance management enables organizations to translate strategy into measurable results, improve employee productivity, enhance accountability and drive continuous improvement.

This intensive five-day training course provides participants with a thorough understanding of performance management principles, strategic planning alignment, Key Performance Indicators (KPIs), Balanced Scorecard methodologies, performance measurement frameworks, data analysis, performance reporting, and organizational improvement strategies. Participants will learn how to establish meaningful performance metrics, create performance dashboards, evaluate organizational effectiveness and foster a high-performance culture.

Through practical exercises, case studies, workshops, and real-world applications, participants will develop the competencies necessary to manage performance effectively across departments and organizational levels while ensuring alignment with strategic goals and business objectives.

Training Objectives:

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

- ✓ Understand the fundamentals and principles of performance management
- ✓ Align organizational strategy with performance objectives and measurements
- ✓ Design and develop effective Key Performance Indicators (KPIs)
- ✓ Implement Balanced Scorecard and performance measurement frameworks
- ✓ Establish performance management systems and governance structures
- ✓ Analyze performance data and identify trends and improvement opportunities
- ✓ Develop performance dashboards and reporting mechanisms
- ✓ Conduct performance reviews and evaluation processes
- ✓ Apply continuous improvement methodologies to enhance organizational performance
- ✓ Create action plans for sustaining a high-performance culture
- ✓ Integrate performance management practices with organizational strategy and business excellence initiatives

Training Designed for:

This training course is intended for Performance Management Professionals, Strategic Planning Managers, Corporate Performance Managers, Business Excellence Professionals, HR Managers and HR Business Partners, Department Heads and Functional Managers, Operations Managers, Quality and Continuous Improvement Professionals, Project Managers, Organizational Development Specialists, KPI Coordinators and Analysts, Government and Public Sector Professionals, Senior Executives and Decision Makers and Consultants involved in Performance Management Systems.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FOUNDATIONS OF PERFORMANCE MANAGEMENT AND STRATEGIC ALIGNMENT

- ❖ **Module 1: Introduction to Performance Management**
 - Definition and evolution of performance management
 - Importance of performance management
 - Benefits and challenges
 - Performance management maturity models
- ❖ **Module 2: Strategic Management Fundamentals**
 - Vision, mission and core values
 - Strategic planning process
 - Strategy formulation and execution
 - Strategic objectives and priorities
- ❖ **Module 3: Aligning Strategy with Performance**
 - Strategy-to-execution framework
 - Cascading organizational objectives
 - Strategic alignment methodologies
 - Performance management governance
- ❖ **Module 4: Performance Management Frameworks**
 - Enterprise Performance Management (EPM)
 - Results-Based Management (RBM)
 - Performance Prism
 - EFQM and Business Excellence Models
- ❖ **Workshop**
 - Strategic Objective Mapping Exercise
 - Organizational Alignment Assessment

DAY TWO:

KPI DEVELOPMENT AND PERFORMANCE MEASUREMENT SYSTEMS

- ❖ **Module 1: Fundamentals of KPIs**
 - Understanding KPIs and metrics
 - Characteristics of effective KPIs
 - Leading vs. lagging indicators
 - Quantitative and qualitative measures
- ❖ **Module 2: KPI Development Methodology**
 - KPI design process
 - KPI selection criteria

- SMART indicators
- KPI documentation standards
- ❖ **Module 3: Performance Measurement Frameworks**
 - KPI hierarchy development
 - Strategic, tactical, and operational KPIs
 - Departmental scorecards
 - KPI ownership and accountability
- ❖ **Module 4: Data Collection and Measurement Integrity**
 - Data sources and validation
 - Data quality management
 - Measurement frequency
 - Reporting requirements
- ❖ **Workshop**
 - KPI Development Workshop
 - KPI Dictionary Creation

DAY THREE:

BALANCED SCORECARD AND PERFORMANCE REPORTING

- ❖ **Module 1: Balanced Scorecard Fundamentals**
 - History and concepts
 - Four Balanced Scorecard perspectives
 - Strategic themes and objectives
 - Cause-and-effect relationships
- ❖ **Module 2: Designing a Balanced Scorecard**
 - Building strategic maps
 - Linking objectives to KPIs
 - Target setting and initiatives
 - Cascading scorecards
- ❖ **Module 3: Performance Reporting Systems**
 - Executive dashboards
 - Operational dashboards
 - Visual performance reporting
 - Data storytelling techniques
- ❖ **Module 4: Performance Review Processes**
 - Review meeting structures
 - Performance communication
 - Escalation procedures
 - Decision-making based on performance data
- ❖ **Workshop**
 - Balanced Scorecard Development Exercise
 - Dashboard Design Activity

DAY FOUR:

PERFORMANCE ANALYSIS, EVALUATION AND CONTINUOUS IMPROVEMENT

- ❖ **Module 1: Performance Analysis Techniques**
 - Trend analysis
 - Variance analysis

- Benchmarking
- Comparative performance assessment
- ❖ **Module 2: Root Cause Analysis**
 - Fishbone Diagram
 - 5 Whys Technique
 - Pareto Analysis
 - Process mapping
- ❖ **Module 3: Performance Evaluation**
 - Evaluating organizational effectiveness
 - Target achievement assessment
 - Productivity analysis
 - Efficiency and effectiveness measures
- ❖ **Module 4: Continuous Improvement Methodologies**
 - PDCA Cycle
 - Lean principles
 - Six Sigma concepts
 - Kaizen practices
- ❖ **Workshop**
 - Performance Gap Analysis Exercise
 - Root Cause Analysis Case Study

DAY FIVE:

BUILDING A HIGH-PERFORMANCE ORGANIZATION AND CERTIFICATION ASSESSMENT

- ❖ **Module 1: Creating a High-Performance Culture**
 - Organizational culture and performance
 - Leadership's role in performance management
 - Employee engagement and accountability
 - Performance communication strategies
- ❖ **Module 2: Performance Management Governance**
 - Roles and responsibilities
 - Performance committees
 - Governance structures
 - Policy development
- ❖ **Module 3: Digital Performance Management**
 - Performance management software
 - Business Intelligence tools
 - Data visualization platforms
 - Emerging trends and technologies
- ❖ **Module 4: Performance Management Implementation Roadmap**
 - Change management considerations
 - Implementation phases
 - Success factors and risk management
 - Sustainability planning
- ❖ **Capstone Workshop**
 - Development of an Organizational Performance Management Framework
 - Team Presentations and Feedback

❖ Certification Assessment

- Knowledge Examination
- Practical Case Study Evaluation

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

AMI Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

| | |
|---------------|-------------------------------|
| 07:45 - 08:00 | Morning Coffee / Tea |
| 08:00 - 10:00 | First Session |
| 10:00 - 10:20 | Recess (Coffee/Tea/Snacks) |
| 10:20 - 12:20 | Second Session |
| 12:20 - 13:00 | Recess (Prayer Break & Lunch) |
| 13:00 - 14:00 | Last Session |

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615