



# Insight Global Leadership

## Strategic Performance Management (3 Days)

*Building an Effective High-Performance Organization*

### Introduction

Performance management is a strategic function for the pursuit of an organization's vision, mission, and strategic objectives, through employee performance, and productivity, while linking and aligning set goals and capacity of employees to organizational strategic objectives.

### Course Overview

This course will help you to develop, adopt, and implement an objective, effective, and efficient performance management system, that leads to success.

Participants will be equipped with the right knowledge, skills, and attitude for improving performance management, performance evaluation, and performance contracts.

This high-impact course is developed from on-the-job expertise, backed by extensive research, and aligned to best global trends, and benchmarks.

### Course Objectives

This course will empower you to:

1. Design and implement a robust performance management and evaluation system.
2. Link and align performance management, to the vision, mission, and strategic objectives.
3. Use Performance Management to foster engagement, alignment, and organizational culture.
4. Use the Balanced Scorecard as a strategic tool for managing and measuring performance.
5. Design and implement performance contracts and shape performance behaviour and culture.

### Training Methodology

Insight Global Leadership utilizes high-impact intervention tools and proven adult learning methods to ensure comprehension and retention of the knowledge shared. Our methods include presentations, discussions, videos, role plays, case studies, and exercises.



#### Facilitator

Dr. Brian Aongola Nalisa  
Executive Chairman  
Insight Global Leadership

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# Course Content

## Introduction To Performance Management

- ❖ Theories relevant to Performance Management
- ❖ Introduction to Management Principles
- ❖ Overview of Strategic Management, and Management By Objectives (MBO)
- ❖ Strategic Human Resource Management
- ❖ Strategic Performance Management
- ❖ Developing and promoting a High-Performance Culture

## Mastering Performance Management

- ❖ Performance Management system
- ❖ Performance Management cycle
- ❖ SMART Objectives, Key Result Areas (KRA), and Key Performance Indicators (KPI)
- ❖ Quantitative and Qualitative Objectives
- ❖ The Value of the Balanced Scorecard (BSC)
- ❖ Performance Management contracts
- ❖ Implementation of the Performance Management System
  - o Factors affecting Implementation
  - o Pitfalls of Implementation

## Effective Performance Review, Appraisal and Evaluation

- ❖ Performance Appraisal: Purpose, Instruments, and Process of performance review
- ❖ Objective assessment, and rating of performance
- ❖ Managing Challenges with the Employee Appraisal
- ❖ Ongoing Review: Continuous monitoring of employee performance
- ❖ Role of Mentoring and Coaching in Performance Review Discussions
- ❖ Performance Gap – Proven Approaches to Solving Performance Problems
- ❖ Performance Appraisal and the Link to Rewards and Recognition

## Performance Review Meetings

- ❖ Understand how to structure the performance review meetings.
- ❖ Constructive feedback, and asking the right questions
- ❖ Types of Performance Reviews: Ratings, ranking, and comparisons.
- ❖ Rating Errors, and Rater Biases.
- ❖ Review meeting
- ❖ Disputes and agreeing with the performance appraisal rating.

## Dealing with Poor Performance

- ❖ Understanding the behaviours that impact performance.
- ❖ Master challenges in performance management and the appraisal process
- ❖ Learn to observe early signs of performance issues.
- ❖ Probing the core and root cause of poor performance
- ❖ Addressing issues of poor performance
- ❖ Mentor, Coach, and Train for Effective Performance
- ❖ Separation due to poor performance

## Communication During Performance Review Meeting

- ❖ Effective communication in performance review meetings
- ❖ Empathy and choosing words carefully.
- ❖ How to speak positively to avoid a biased language.
- ❖ Focus on behavioral change.
- ❖ Clarify and cross-check understanding and agreement.
- ❖ Beware of communication Pitfalls

## From Good to Great Performance Management

- ❖ Conduct Unbiased Performance Reviews
- ❖ Benchmark and Develop Core Competencies for Employees
- ❖ Your role as a coach
- ❖ Identifying potential for Succession planning, and retention issues
- ❖ Delegation for Development and Better Performance
- ❖ Create Enabling Environment for Teams to Thrive
- ❖ Identify Star Performers, Potential Super Performers, and Silent Superstars



**PAY by EFT:**

**Your investment: N\$8,999, plus 15% VAT Per Person**

**Insight: Standard Bank Namibia, Cheque A/C No.**

**241438888, Ausspahnplatz Branch**

**Date: 16 - 18 October 2023**

**Venue: Protea Hotel Furstenhof Windhoek**

**Date: 25 - 27 October 2023**

**Venue: Swakopmund Hotel, Swakopmund**

**Date: 1 - 3 November, 2023**  
**Venue Protea Hotel Ondangwa**

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