MERCURY

Performance Management and Performance Appraisals

29 August – 2 September 2027
Kuala Lumpur (Malaysia)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Performance Management and Performance Appraisals

Ref: 121744_1045327 **Date:** 29 August – 2 September 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction

The Performance Management and Performance Appraisals course improves employee productivity, aligning workforce efforts with business goals and supporting long-term organizational growth. It provides an understanding of performance evaluation systems, appraisal techniques, and continuous performance improvement methods. Participants explore modern approaches to employee performance management, goal setting, and talent development. The program focuses on building fair, measurable, and strategic appraisal processes that strengthen workforce engagement. It covers key performance indicators, feedback systems, and performance review methods. Participants will understand how to design and manage effective performance appraisal systems that drive organizational success.

Targeted Groups

This Performance Management and Performance Appraisals training targets professionals seeking knowledge and skills:

- HR managers and HR officers.
- Team leaders and supervisors.
- Department managers.
- Performance evaluation specialists.
- Learning and development officers.
- Talent management professionals.
- Organizational development staff.
- Business unit leaders.
- Employee relations officers.
- Professionals managing staff productivity.

Course Objectives

Participants will achieve the following objectives by completing the Performance Management and Performance Appraisals course:

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- Understand performance management principles.
- Define appraisal systems clearly.
- Apply performance evaluation methods.
- Set measurable employee goals.
- Develop key performance indicators.
- Improve employee productivity.
- Conduct performance review meetings.
- Deliver effective performance feedback.
- Measure workforce performance gaps.
- Build performance improvement plans.
- Link appraisals to employee development.
- Strengthen employee engagement strategies.
- Improve talent retention methods.
- Support succession planning processes.
- Align performance with business strategy.

Targeted Competencies

Participants will gain the following competencies during the Performance Management and Performance Appraisals program:

- Performance planning skills.
- Goal-setting techniques.
- KPI development skills.
- Employee evaluation methods.
- Appraisal interviewing skills.
- Constructive feedback delivery.
- Performance gap analysis.
- Productivity improvement methods.
- Coaching and mentoring practices.
- Decision-making in appraisals.
- Employee engagement analysis.
- Performance reporting skills.

Studying Scenarios

In this Performance Management and Performance Appraisals training, participants develop skills through the following scenarios:

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- Building an employee appraisal system.
- Setting KPIs for departments.
- Conducting annual performance reviews.
- Managing underperforming employees.
- Solving appraisal conflicts.
- Creating performance improvement plans.
- Linking appraisals to promotions.
- Improving team productivity strategies.

Course Content

Unit 1: Fundamentals of Performance Management

- Introduction to performance management.
- Importance of employee performance evaluation.
- Performance management cycle.
- Strategic alignment of performance goals.
- Roles of managers in performance management.
- Building a performance-driven culture.
- Common challenges in appraisal systems.

Unit 2: Performance Planning and Goal Setting

- Setting SMART performance goals.
- Aligning employee goals with company objectives.
- Creating clear job expectations.
- Defining measurable KPIs.
- Monitoring progress against targets.
- Using balanced scorecards.
- Reviewing goal achievement methods.

Unit 3: Performance Appraisal Methods and Techniques

- Traditional appraisal methods.
- Modern performance appraisal systems.
- 360-degree performance reviews.
- Self-assessment techniques.
- Peer review processes.
- Rating scales and evaluation forms.
- Behavioral assessment methods.
- Competency-based appraisals.

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Unit 4: Performance Review and Feedback

- Conducting effective appraisal meetings.
- Delivering constructive feedback.
- Handling difficult performance discussions.
- Coaching employees for improvement.
- Building employee development plans.
- Managing performance gaps.
- Encouraging employee engagement.
- Improving communication during reviews.

Unit 5: Performance Improvement and Organizational Impact

- Creating performance improvement plans.
- Managing low-performance employees.
- Linking appraisals to rewards.
- Performance-based career development.
- Talent retention strategies.
- Succession planning through appraisals.
- Measuring performance management effectiveness.
- Continuous improvement strategies.

Final Insights & Key Takeaways

Effective performance management strengthens employee productivity, engagement, and organizational success through clear goals and structured appraisals. Strong performance appraisal systems create continuous improvement, better talent development, and long-term business growth.