MERCURY

Effective Performance Management Conference

1 – 5 March 2027
Accra (Ghana)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 8245_1060585 **Date:** 1 – 5 March 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Introduction:

A properly designed and effective performance management process will require various techniques, including agreeing on objectives, reviewing and monitoring performance, giving feedback, coaching, training, development, reward, and appraisal in this effective performance management seminar.

This effective performance management conference will demonstrate how these techniques relate to the roles of HR and line managers and contribute to successful performance management within the organization.

Enhancing Effective Performance Management Skills:

Training and performance management are crucial for any organization's success. This conference aims to equip participants with the knowledge and tools to conduct successful performance management, designate them as certified performance management professionals, and outline the role of performance appraisal training for managers.

Through a series of performance management training activities and discussions, participants will gain insights into how effective performance management can lead to a strong, positive impact on overall organizational success.

Targeted Groups:

- All planning personnel are involved in human resources management.
- All Managers and Leaders Involved in Human Resources Management.
- Process and Quality Improvement Personnel.
- Personnel with Real Leadership Potential.
- Project Management Office PMO Managers.
- All HR Personnel with an Interest in Employees Performance and Appraisals.

Conference Objectives:

At the end of this effective performance management conference, the participants will be able to:

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- Understand performance management in a multicultural environment.
- Describe the purposes of performance management from both organizational perspectives.
- Describe the purposes of performance management from an individual's point of view.
- Demonstrate the skills involved in each of the four steps of performance management.
- Describe best practices in assisting with employee work performance problems.
- Link performance management to corporate strategy.
- Design and introduce an effective performance management scheme.
- Recognize the skills managers, supervisors, and team leaders need to manage performance training effectively.
- Manage and improve poor performance, incorporating performance management training for supervisors and employees.

Targeted Competencies:

At the end of this effective performance management conference, the target competencies will be able to:

- Performance management.
- Deciding and initiating action.
- Presenting and communicating.
- Analytical thinking.
- Applying expertise and technology.
- Following instructions and procedures.
- Planning and organizing.
- Achieving goals and objectives.

Conference Content:

Unit 1: Introduction to Performance Management:

- The context for performance management.
- The case for what effective performance management is.
- The principles of effective performance management.
- What motivates people to excel?
- The role of HR within performance management.
- The roles of Managers, Supervisors, and Team Leaders within performance management training.
- Utilizing Competencies in Performance Management.
- Addressing performance gaps.

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Unit 2: Starting Well: Objectives and Feedback:

- Introducing the principles to your team.
- The importance of agreeing on objectives.
- Quantitative and Qualitative objectives.
- Setting SMARTMaC objectives.
- Developing a culture of giving and receiving feedback.
- Emphasizing positive reinforcement.
- Offering developmental feedback.
- Differentiating feedback from criticism.

Unit 3: Relationships and Coaching:

- The Ask/Tell Matrix.
- The practical aspects of empowerment.
- The eight steps to an effective coaching session.
- Approaching disciplinary issues with a performance management focus.
- Dealing with complaints constructively.
- Managing absenteeism and sickness effectively.
- Strategies for improving attendance.

Unit 4: Finishing Well: Making Appraisal a Motivating Experience:

- Understanding the purpose of Performance Appraisal.
- Implement various review cycles such as Monthly, Quarterly, or Annual.
- Handling the practical issues of appraisals.
- Reaching an agreement on evaluations.
- Implementing forced ranking and expected distribution strategies.
- Linking appraisal outcomes to rewards.
- Merit pay.
- Encouraging Personal Development as part of the appraisal process.

Unit 5: Advanced Performance Management:

- Incorporating 360-degree feedback systems.
- The significance of Emotional Intelligence in performance management.
- Developing an integrated strategic performance management framework.
- Utilizing internal and external reporting frameworks.
- Employing balanced scorecard techniques for a strategic advantage.
- Links to strategic advantage.
- Developing a comprehensive Personal Development Planning process.