MERCURY

Performance Improvement & Leadership Skills

27 September – 1 October 2027
Accra (Ghana)



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Ref: 121525_1073846 **Date:** 27 September – 1 October 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Introduction

Effective performance improvement and leadership skills are essential for organizations striving to achieve sustainable growth, operational excellence, and high employee engagement. This course equips professionals with the knowledge and strategic frameworks required to enhance individual and team performance in dynamic business environments. It focuses on developing leadership capabilities that drive productivity, accountability, and continuous improvement across all organizational levels. Participants will explore modern performance management techniques, leadership styles, and decision-making approaches aligned with business objectives. The program emphasizes practical methods for identifying performance gaps, implementing corrective strategies, and fostering a culture of high performance. Integrating performance improvement strategies with leadership development helps professionals achieve measurable results and long-term organizational success.

Targeted Groups

This Performance Improvement & Leadership Skills training targets professionals seeking knowledge and skills:

- Managers are responsible for team performance.
- Team leaders aiming to improve leadership impact.
- Supervisors manage daily operations.
- HR professionals supporting performance management systems.
- Project managers drive team productivity.
- Business professionals seeking leadership development.
- Department heads focused on continuous improvement.
- Professionals preparing for leadership roles.

Course Objectives

Participants will achieve the following objectives by completing the Performance Improvement & Leadership Skills course:

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- Understand core concepts of performance improvement strategies.
- Apply leadership techniques to enhance team productivity.
- Analyze performance gaps using structured methods.
- Develop effective performance management systems.
- Improve decision-making in leadership roles.
- Strengthen communication for leadership success.
- Implement continuous improvement processes in organizations.
- Evaluate employee performance using measurable indicators.
- Enhance motivation and employee engagement strategies.
- Build high-performing teams through leadership practices.
- Align team performance with organizational goals.
- Apply problem-solving techniques in performance challenges.
- Design action plans for performance improvement initiatives.

Targeted Competencies

Participants will gain the following competencies during the Performance Improvement & Leadership Skills program:

- Performance analysis and evaluation skills.
- Leadership and team management capabilities.
- Strategic thinking and planning abilities.
- Effective communication and influence skills.
- Decision-making under pressure.
- Problem-solving in performance management.
- Employee motivation and engagement techniques.
- Continuous improvement and process optimization.
- Time management and productivity enhancement.
- Conflict resolution within teams.
- Coaching and mentoring skills.
- Goal setting and performance tracking.

Studying Scenarios

In this Performance Improvement & Leadership Skills training, participants develop skills through the following scenarios:

- Identifying performance gaps in a team setting.
- Managing underperforming employees effectively.
- Leading organizational change initiatives.
- Improving team productivity in challenging environments.
- Resolving workplace conflicts through leadership strategies.
- Implementing performance improvement plans.

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Course Content

Unit 1: Foundations of Performance Improvement

- Understanding performance improvement concepts and frameworks.
- Defining key performance indicators and success metrics.
- Identifying performance gaps and root causes.
- Exploring organizational performance management systems.
- Aligning performance improvement with business strategy.
- Understanding employee performance evaluation methods.
- Analyzing productivity challenges in organizations.
- Establishing a culture of continuous performance improvement.

Unit 2: Leadership Skills for High Performance

- Understanding leadership styles and their impact on performance.
- Developing leadership effectiveness in modern organizations.
- Building trust and credibility as a leader.
- Enhancing communication skills for leadership success.
- Motivating teams to achieve performance excellence.
- Leading by example in high-performance environments.
- Managing diverse teams and improving collaboration.
- Strengthening emotional intelligence in leadership roles.

Unit 3: Performance Management and Employee Development

- Designing effective performance management systems.
- Conducting performance appraisals and evaluations.
- Providing constructive feedback for improvement.
- Developing employee performance improvement plans.
- Coaching and mentoring employees for growth.
- Enhancing employee engagement and satisfaction.
- Setting SMART performance goals aligned with objectives.
- Measuring performance outcomes using data-driven methods.

Unit 4: Strategic Performance Improvement Techniques

- Applying continuous improvement methodologies in organizations.
- Implementing performance improvement strategies for teams.
- Using data analysis to drive performance decisions.
- Improving operational efficiency and productivity.
- Managing change for performance enhancement.
- Solving complex performance challenges systematically.
- Developing action plans for performance improvement initiatives.
- Monitoring and evaluating improvement outcomes.

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Unit 5: Advanced Leadership and Organizational Excellence

- Leading organizational transformation and change management.
- Building high-performing teams and leadership pipelines.
- Enhancing strategic decision-making in leadership roles.
- Driving innovation and performance excellence.
- Managing conflict and improving workplace relationships.
- Strengthening accountability and ownership within teams.
- Aligning leadership practices with organizational goals.
- Sustaining long-term performance improvement initiatives.

Final Insights & Key Takeaways

Performance improvement and leadership skills are critical drivers of organizational success and long-term growth. Professionals who effectively combine leadership strategies with performance management techniques can create high-performing teams and achieve measurable business results.