MERCURY

Performance Management Training for Workplace Success

15 – 19 November 2027
Rome (Italy)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Performance Management Training for Workplace Success

Ref: 121493_1080226 **Date:** 15 – 19 November 2027 **Location:** Rome (Italy) **Fees:** 6200 Euro

Introduction

Performance management is one of the most important drivers of workplace success because it connects individual effort with team results and organizational goals. This Performance Management Training for Workplace Success course provides a practical understanding of how to set clear expectations, monitor progress, give constructive feedback, and improve employee performance in a structured and consistent way. Participants will explore how performance management supports productivity, accountability, engagement, and continuous improvement across different workplace settings. The course also explains how managers can use performance reviews, goal setting, coaching, and corrective actions to build stronger teams and achieve better business outcomes. Special attention is paid to communication, fairness, and evidence-based decision-making to make performance discussions more effective and less stressful. Learners will apply performance management principles with confidence, clarity, and professionalism in daily work situations.

Targeted Groups

This Performance Management Training for Workplace Success training targets professionals seeking knowledge and skills:

- Team leaders.
- Supervisors.
- Department managers.
- HR professionals.
- Line managers.
- Project coordinators.
- New managers.
- Senior staff.
- Performance reviewers.
- Workplace coaches.

Course Objectives

Participants will achieve the following objectives by completing the Performance Management Training for Workplace Success course:

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- Define performance management and its role in workplace success.
- Set clear goals and align them with organizational priorities.
- Monitor employee performance using objective indicators.
- Deliver constructive, timely, and professional feedback.
- Conduct effective performance review discussions.
- Identify performance gaps and plan improvement actions.
- Use coaching techniques to support employee development.
- Apply fair and consistent performance management practices.
- Strengthen accountability, productivity, and team performance.

Targeted Competencies

Participants will gain the following competencies during the Performance Management Training for Workplace Success program:

- Goal alignment.
- Performance monitoring.
- Feedback delivery.
- Coaching and support.
- Review preparation.
- Issue identification.
- Improvement planning.
- Communication clarity.
- Workplace accountability.

Studying Scenarios

In this Performance Management Training for Workplace Success training, participants develop skills through the following scenarios:

- Reviewing a low-performing employee with fairness and clarity.
- Setting measurable goals for a new team member.
- Managing a performance discussion after missed targets.
- Coaching an employee to improve consistency and output.

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Course Content

Unit 1: Foundations of Performance Management

- Understand performance management as a continuous business process, not a once-a-year event.
- Explore how performance management supports workplace success, employee development, and organizational efficiency.
- Identify the link between job expectations, measurable results, and business objectives.
- Recognize the difference between performance management, performance appraisal, and employee evaluation.
- Examine the manager's role in guiding, observing, supporting, and reviewing employee performance.
- Study the importance of fairness, transparency, and consistency in all performance-related decisions.
- Analyze how poor performance management affects morale, productivity, retention, and service quality.
- Build a strong foundation for performance management systems that are practical and aligned with workplace needs.

Unit 2: Setting Goals and Defining Performance Expectations

- Learn how to set clear, specific, measurable, and relevant performance goals for the role.
- Translate organizational strategy into team objectives and individual responsibilities.
- Define key performance indicators to measure progress and results accurately.
- Create performance expectations that employees can understand and follow with confidence.
- Distinguish between output, behavior, quality, and competency-based performance measures.
- Use goal-setting methods that encourage ownership, commitment, and accountability.
- Review how unclear goals lead to confusion, delays, and suboptimal performance outcomes.
- Build a goal-setting framework that supports employee performance and workplace success.

Unit 3: Monitoring Performance and Providing Feedback

- Track performance through regular observation, data review, and structured follow-up.
- Identify early signs of strong performance and areas that require support.
- Use objective evidence to reduce bias and improve decision-making.
- Deliver constructive feedback in a respectful, direct, and action-oriented way.
- Practice feedback conversations that focus on behavior, impact, and improvement.
- Learn how to balance recognition with correction to maintain motivation and trust.
- Understand the value of timely feedback in preventing small issues from becoming major problems.
- Develop a performance-monitoring routine to improve consistency and team accountability.

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Unit 4: Performance Reviews, Coaching, and Improvement Planning

- Prepare for performance review meetings with facts, examples, and clear discussion points.
- Conduct reviews that encourage open communication and productive problem-solving.
- Use coaching techniques to help employees improve skills, confidence, and work habits.
- Identify performance gaps and explore the root causes behind weak results.
- Design improvement plans with practical actions, timelines, and measurable outcomes.
- Address underperformance with professionalism while protecting fairness and respect.
- Strengthen employee development through support, encouragement, and follow-up.
- Turn performance reviews into growth opportunities that support long-term workplace success.

Unit 5: Building a High-Performance Culture

- Understand how performance management contributes to a high-performance culture.
- Encourage accountability at every level of the organization.
- Promote communication practices that support collaboration, clarity, and trust.
- Use recognition and development opportunities to strengthen employee engagement.
- Align team performance with customer satisfaction, operational quality, and business goals.
- Explore the manager's responsibility in reinforcing standards and maintaining momentum.
- Apply performance management principles that support consistency across departments.
- Develop a workplace environment where success is measured, supported, and continuously improved.

Final Insights & Key Takeaways

Performance management is most effective when it is consistent, fair, and connected to clear workplace goals. When managers apply the right tools and communication practices, they create stronger accountability, better performance, and lasting organizational success.