



KVALIKON

VEZETÉSI TANÁCSADÓ ÉS
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1125 BUDAPEST, ISTENHEGYI ÚT 63/B.

PERFORMANCE MANAGEMENT TRAINING

3 DAYS TRAINING

Goal of the training:

- To get to know integrated performance management conception
- To establish within the company an integrated performance management system practice for the harmonic operation of Controlling and Human resources system
- To get to know the monitoring suitable measurement methods for the corporate performance
- To get to know the management techniques which ensure the employees maximum performance and commitment

Recommended for:

Top managers, Quality managers, Marketing managers, Production managers, HR managers

Date of the training:

Application date:

Place of the training:

1. day

Corporate performance

- Define performance
- Performance management
- Performance formation process
- Performance evaluators
- Performance management's role in corporate management
- Performance management's status at participants' company

Integrated performance management

- Performance management models (MBO, Balanced Scorecard, EFQM model)
- Performance management process
- Integrating planning-implementation-measurement-intervention elements within the company
- Benefits of integrated performance management

2. day

Setting performance goals

- Strategy, Critical success factors, Strategy breakdown
- Benchmarking
- Ability analysis
- Goals breakdown
- Define personalized goals

Implementation

- Communicate goals
- Delegation
- Create condition system
- Cooperation, team work

Performance measurement

- Measure performance
- Performance Prism
- Performance indicators – indicators - indexes, Key Performance Indicators (KPI), Financial and non-financial standards, Index number system, (ROI, BSC, VMR)
- Self-assessment by EFQM Business Excellence Model, Case study for develop an index number system

Performance control

- Performance controlling
- Reports, meetings
- analysis, presenting analysis



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3. day

Performance evaluation

- Performance evaluation process
- Criterias of performance evaluation
- Traps of performance evaluation
- Performance evaluation tasks:
 - o Past performance rating
 - o Setting performance goals
 - o Define developmental opportunities
- Use of the results of performance evaluation:
 - o Education plan
 - o Career planning
 - o Next performance evaluation
 - o Organizational development programs

Competencies required for effective performance evaluation

- Setting goals, defining tasks
- Feedback
- Realistic assessment capacity
- Communication

Performance development

- System development
- Process development
- Organization development
- Individual skill development

Managing organizational performance (How to bring out the best from people?)

- Management style and management methods
- Adequate management style
- Training
- Mentoring
- Coaching
- Motivation, design incentive systems

- Motivation
- Communication
- Conflict management

The introduction of integrated performance management system

- Introduction process

Exam