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IHRM: C00259 NITA: NITA/TRN/1234

MASTERING PERFORMANCE MANAGEMENT TRAINING

Date	Time	Duration	Venue	CPD	Cost (Incl. VAT)
9th - 14th Nov, 2026	08:30 AM-16:00	6 Day(s)	Blooming Suites, Naivasha	6	75,400.00

Course Overview

This six-day program equips HR professionals, supervisors, and team leaders with the tools and insights to design, implement, and sustain a high-impact performance management system. Participants will explore the full performance cycle—from setting SMART goals and defining KPIs to conducting fair appraisals and managing feedback. The course emphasizes strategic alignment, employee development, and continuous improvement using tools like the Balanced Scorecard, performance criteria, and evidence-based evaluation methods. Through simulations, case studies, and planning labs, participants will gain the confidence to lead performance conversations, reduce bias, and build a culture of excellence.

Course Objectives

By the end of this program, participants will be able to;

- Define performance management and distinguish it from performance appraisal.
- Implement a structured performance management process aligned with organizational goals.
- Apply various appraisal methods and rating systems fairly and effectively.
- Set SMART goals and define measurable performance criteria.
- Use KPIs and Balanced Scorecards to track and improve performance.
- Identify and mitigate common challenges and errors in performance management.

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- HR Officers and Performance Managers
- Line Managers and Team Leaders
- Learning & Development Professionals
- Public Service HR Practitioners
- Organizational Development Officers
- Supervisors responsible for appraisals and staff development

CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals