MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Supervisors and Managers

Performance Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2951	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

Performance Management is a critical function for organizations aiming to achieve strategic goals, improve productivity, and enhance employee accountability. This course by **Magna Skills** equips participants with practical tools and frameworks to design, implement, and manage effective performance management systems aligned with organizational objectives.

Participants will gain hands-on knowledge in setting KPIs, conducting performance appraisals, managing underperformance, and fostering a results-driven culture. The course is tailored for professionals in government, NGOs, and the private sector seeking to strengthen organizational performance and employee engagement.

Course Outcomes

By the end of this course, participants will be able to:

1. Design and implement effective performance management systems
2. Develop clear and measurable Key Performance Indicators (KPIs)
3. Conduct fair and structured performance appraisals
4. Address underperformance and improve employee productivity
5. Align individual performance with organizational strategic goals

Course Outline / Curriculum

Introduction to Performance Management Systems

- Concepts, principles, and importance of performance management
- Linking performance management to organizational strategy

2. Setting Performance Goals and KPIs

- Developing SMART goals and measurable KPIs
- Aligning departmental and individual targets with strategy

3. Performance Planning and Agreements

- Creating performance contracts and work plans
- Role clarity and expectation setting

4. Monitoring and Measuring Performance

- Tools and techniques for tracking performance
- Using dashboards and performance scorecards

5. Performance Appraisal Methods

- Traditional and modern appraisal systems (360-degree feedback, balanced scorecard)
- Conducting fair and objective evaluations

6. Feedback and Coaching Techniques

- Delivering constructive feedback
- Coaching and mentoring for performance improvement

7. Managing Underperformance

- Identifying causes of poor performance
- Developing performance improvement plans (PIPs)

8. Reward and Recognition Systems

- Linking performance to rewards and incentives
- Non-monetary recognition strategies

9. Performance Management in the Public and NGO Sector

- Challenges and best practices in public sector performance management
- Ensuring accountability and transparency

10. Digital Tools and Trends in Performance Management

- Use of HR systems and performance management software
- Emerging trends and future of performance management

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa
Vic Falls, Zimbabwe
Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda
Kampala, Uganda
Nairob
Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana
Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning
Remote Teams
Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite
Custom Dates
Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Performance Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue /Date	
Estimated Number ofDelegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____