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COURSE BROCHURE

Advanced Employee Performance Management System Design Training Course

14 – 25 March 2027
Muscat

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Registered in the United Kingdom and Saudi Arabia

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Employee Performance Management System Design is an advanced 2-week training course for HR business partners, line managers and performance management leads who redesign how individual goals, feedback, reviews and calibration work, producing a Performance Management Cycle Blueprint for their organisation. Annual appraisals that surprise employees and frustrate managers are giving way to continuous, evidence-based conversations. Jupiter Prime Training delivers this course for those who own the people side of performance.

Why Employee Performance Management System Design Matters Now

Three groups are reshaping employee performance practice today: employees who expect frequent, specific feedback and visible development, line managers who carry larger spans and need simpler routines, and executives who want individual goals to trace back to organisational objectives. An organisation with a well-designed system grows capability, retains strong performers and addresses under-performance fairly; one with a poor system breeds rating inflation, disengagement and disputes. The course links individual goals to the Balanced Scorecard BSC of Kaplan and Norton for line of sight and draws on ISO 9004:2018 guidance on people engagement and competence for sustained organisational success.

Who Gains Most from Employee Performance Management System Design

- HR business partners who advise leaders on goal setting, reviews and performance cases
- Performance management leads who own the policy, calendar and tools of the appraisal cycle
- Line managers who set objectives, give feedback and rate their direct reports
- Talent and reward specialists who connect performance outcomes to development and pay decisions
- Employee relations advisers who support managers through capability and improvement processes

An HR function attending with two or three senior line managers gains most, because designers and users can test the cycle together and agree what managers will realistically sustain.

Employee Performance Management System Design Capabilities

Participants learn to treat performance management as a designed system of goals, conversations, evidence and decisions rather than a once-a-year form.

- Design a performance cycle with goal setting, check-ins, mid-year and year-end steps — HR leaders approving the calendar
- Build goal frameworks that cascade organisational objectives into individual commitments — employees seeing line of sight
- Specify competency and behaviour indicators with rating anchors — managers rating consistently
- Apply calibration methods that reduce bias across teams — talent committees agreeing fair outcomes
- Assess under-performance and structure improvement plans — managers acting early and fairly
- Align performance results with development, recognition and reward decisions — employees trusting the process

Key Employee Performance Management System Design Terms

- Performance cycle — the yearly sequence of goal setting, ongoing feedback, interim reviews and final assessment for each employee.
- SMART goal — an objective written to be specific, measurable, achievable, relevant and time-bound so progress can be judged.
- Check-in — a short, regular conversation between manager and employee on progress, obstacles and support needed.
- Behaviourally anchored rating scale — a rating scale where each level is described by observable behaviours rather than adjectives.
- Calibration — a structured discussion where managers compare ratings across teams to apply standards consistently and reduce bias.
- Performance improvement plan — a time-bound plan setting expectations, support and review points for an employee below required standards.

Employee Performance Management System Design Day by Day

Day 1: Purpose and Philosophy of Performance Management

- Performance System Diagnostic — Assessing Current Appraisal Practice and Pain Points
- Development Versus Evaluation Purposes — Deciding What the System Must Achieve
- Employee Experience Mapping — Seeing the Cycle Through Staff Eyes
- ISO 9004 People Engagement Principles — Linking Performance to Sustained Success
- Design Principles Charter — Agreeing Simplicity, Fairness and Transparency Standards

Day 2: Goal Architecture

- Balanced Scorecard Goal Cascade — Translating Organisational Objectives Into Individual Goals
- SMART Goal Writing — Turning Intentions Into Measurable Commitments
- Team and Shared Goals — Recognising Work That Crosses Reporting Lines
- Stretch and Baseline Goal Balance — Calibrating Ambition Without Demotivating
- Goal Revision Rules — Adjusting Objectives When Priorities Shift

Day 3: Competencies and Behavioural Standards

- Competency Framework Design — Defining Behaviours That Distinguish Strong Performance
- Behaviourally Anchored Rating Scales — Describing Each Rating Level Observably
- What and How Weighting — Balancing Results Against Behaviours
- Role Family Profiles — Tailoring Standards to Technical and Managerial Roles
- Values-Based Behaviour Indicators — Embedding Organisational Values in Assessment

Day 4: Continuous Feedback and Check-Ins

- Check-In Conversation Structure — Keeping Regular Discussions Short and Useful
- Feedback Models — Delivering Specific Observations That Change Behaviour
- 360-Degree Feedback Design — Gathering Peer and Stakeholder Perspectives Responsibly
- Feedback Culture Diagnostics — Identifying Barriers to Honest Conversation
- Performance Journal Practice — Capturing Evidence Throughout the Year

Day 5: Formal Reviews and Rating

- Mid-Year Review Design — Correcting Course Before Year-End Surprises
- Year-End Assessment Process — Combining Evidence Into a Defensible Rating
- Rating Scale Choices — Weighing Three, Four and Five-Point Options
- Self-Assessment Use — Involving Employees in Evaluating Their Own Work
- Review Meeting Facilitation — Handling Disagreement Constructively

Day 6: Calibration and Fairness

- Calibration Panel Design — Structuring Cross-Team Rating Discussions
- Rating Bias Patterns — Detecting Leniency, Recency and Halo Effects
- Distribution Analysis — Reviewing Rating Spread Across Units and Groups
- Fairness and Equity Checks — Testing Outcomes for Unintended Disparities
- Appeal and Review Procedures — Giving Employees a Credible Route to Challenge

Day 7: Managing Under-Performance

- Under-Performance Diagnosis — Separating Capability, Motivation and Context Causes
- Early Intervention Conversations — Raising Concerns Before Formal Steps
- Performance Improvement Plan Design — Setting Expectations, Support and Review Points
- Capability Procedure Alignment — Coordinating With Employee Relations Policy
- Documentation Standards — Recording Evidence Fairly and Consistently

Day 8: Linking Performance to Development and Reward

- Individual Development Plans — Turning Feedback Into Learning Actions
- Talent Review Matrices — Combining Performance and Potential Judgements
- Pay-for-Performance Linkages — Deciding How Ratings Influence Reward
- Non-Financial Recognition Schemes — Rewarding Contribution Beyond Pay
- Succession Pool Inputs — Using Performance Evidence for Pipeline Decisions

Day 9: Enabling Managers and Technology

- Manager Capability Building — Preparing Line Managers for Their Performance Role
- Performance Platform Requirements — Specifying Workflows, Reminders and Reports
- Performance Analytics — Tracking Completion, Quality and Outcome Trends
- Change Communication Plan — Explaining the New Cycle to Employees
- System Evaluation Measures — Judging Whether the Redesign Works

Day 10: Practising the Performance Management Cycle Blueprint

- Goal Cascade Walkthrough — Testing Line of Sight With Peer Designers
- Rating Scale and Anchor Review — Checking Clarity With Line Manager Participants
- Calibration Simulation — Running a Mock Panel With Sample Cases
- Improvement Plan Role-Play — Rehearsing a Difficult Performance Conversation
- Performance Management Cycle Blueprint Completion — Finalising Calendar, Tools, Roles and Policies

Applying Employee Performance Management System Design After the Course

- Run a performance system diagnostic with a sample of managers and employees and present redesign priorities to the HR leadership team.
- Pilot structured check-ins and a calibration panel in one department before the next review period.

Employee Performance Management System Design Questions FAQ

What is employee performance management system design and why does it matter now?

Employee performance management system design is the work of shaping goals, feedback, reviews, calibration and follow-up into one coherent cycle. It matters now because employees expect continuous feedback and leaders need individual effort aligned with organisational objectives.

Which roles gain most from employee performance management system design training?

HR business partners, performance management leads, line managers, talent specialists and employee relations advisers gain most. You benefit most if you own the appraisal process, rate staff or support managers through difficult performance cases.

How does employee performance management system design differ from a KPI course?

Employee performance management system design focuses on people: goals, behaviours, conversations and ratings. A KPI course concentrates on organisational and process indicators, while this course builds the cycle through which individuals are guided, assessed, developed and rewarded.

What do you bring back from employee performance management system design training?

You bring back a blueprint covering the performance calendar, goal framework, rating scale with anchors, calibration process and improvement plan template. You also bring a communication plan and evaluation measures for the redesign.

Employee Performance Management System Design: The Way Forward

The Performance Management Cycle Blueprint first informs whether the HR leadership team approves a pilot of the new cycle. HR partners, line managers and talent specialists use it to run goals, check-ins and calibration consistently. After the first full cycle, revisit rating distributions and employee feedback, because they reveal whether the design is fair and whether managers can sustain it.