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COURSE BROCHURE

Advanced Job Design and Individual Performance Improvement Training Course

7 – 18 March 2027
Amman

Advanced Job Design and Individual Performance Improvement Training Course

Ref: 731_27436 **Date:** 7 – 18 March 2027 **Location:** Amman **Fees:** 5500 GBP

Job Design and Individual Performance Improvement is a 2-week training course for line managers, team leaders and HR performance specialists who shape how single roles are built and how each jobholder's output rises, and it ends with each participant producing a role performance blueprint for one job in their unit. Poorly framed jobs waste capable people and blur accountability. Jupiter Prime Training offers this course on job design and individual performance improvement.

Why Job Design and Individual Performance Improvement Matters Now

Three forces push the subject up the agenda: work is being reshaped as tasks shift between people, automation and outsourced providers; employees expect autonomy and visible progress in their roles; and finance leaders want measurable output for every salary line. An organisation that frames jobs well sees clearer accountability, faster skill growth and fewer disputes over expectations; one that frames them badly sees duplicated effort, quiet disengagement and appraisals nobody trusts. The course rests on the Job Characteristics Model, competency profiling, SMART goal setting and the GROW coaching model as practitioner frameworks.

Who Gains Most from Job Design and Individual Performance Improvement

- Line managers who set the duties, targets and feedback rhythm of their direct reports
- Team leaders who allocate tasks daily and spot dips in individual output
- HR performance specialists who write role profiles and support managers with underperformance cases
- Supervisors in operations or service units who turn procedures into measurable job standards
- Section heads responsible for redesigning roles after process or technology change

A department that sends a manager together with its HR performance specialist gains most, because both leave with the same role blueprint method and coaching language.

Job Design and Individual Performance Improvement Capabilities

Participants leave able to rebuild a job around its outputs and lift the jobholder's results through structured conversations.

- Specify the key result areas and output measures of a role — the jobholder and their manager
- Design a competency profile with behavioural indicators per level — recruitment and development choices
- Apply job enrichment levers such as task variety and autonomy — engagement and retention
- Build SMART goals cascaded from unit objectives — the annual performance contract

- Assess the root cause of an output gap with a diagnostic tree — the choice between coaching, training or redesign
- Communicate feedback using the GROW model — the employee and HR case files

Key Job Design and Individual Performance Improvement Terms

- Job design — deciding the tasks, responsibilities, methods and relationships of a role so it serves both the organisation and the jobholder.
- Key result area — a broad zone of output for which a role is accountable, measured by a small set of indicators.
- Job enrichment — adding responsibility, variety or decision authority to a role to raise motivation and output.
- Competency profile — a description of the knowledge, skills and behaviours a role requires, set out by proficiency level.
- Performance diagnostic tree — a structured map that separates output problems into causes of ability, motivation, resources or role design.
- Performance improvement plan — a time-bound written agreement setting targets, support and review points for a jobholder below standard.

Job Design and Individual Performance Improvement Day by Day

Day 1: Jobs, Output and the Wider Unit

- Job Purpose Statement — Why the Role Exists in the Value Chain
- Task Inventory Method — Capturing What Jobholders Actually Do Each Week
- Work Shift Mapping — Tasks Moving to Automation or Providers
- Role Overlap Matrix — Detecting Duplicated Effort Across Neighbouring Jobs
- Output Expectation Survey — Gaps Between Manager and Jobholder Views

Day 2: Job Analysis Methods

- Critical Incident Technique — Behaviours Separating Strong and Weak Jobholders
- Structured Job Interview Guide — Collecting Duty Data From Incumbents
- Work Observation Log — Timing Tasks on the Shop Floor or Counter
- Hierarchical Task Analysis — Breaking Duties Into Steps and Sub-Steps
- Job Analysis Report — Agreeing Facts Before Redesign Begins

Day 3: Role Clarity and Accountability

- Key Result Area Definition — Grouping Duties Into Accountable Output Zones
- RACI Charting — Who Decides, Acts, Advises and Is Informed
- Decision Rights Table — Limits of Authority for Each Role
- Role Profile Drafting — Purpose, Outputs, Relationships and Constraints
- Role Negotiation Meeting — Resolving Conflicting Expectations Between Colleagues

Day 4: Competency Profiles

- Behavioural Indicator Writing — Observable Evidence for Each Competency
- Proficiency Level Scale — Separating Foundation, Skilled and Expert Practice
- Technical Versus Behavioural Competencies — Balancing the Role Profile
- Competency Gap Assessment — Jobholder Rating Against Role Requirement
- Competency Library Maintenance — Reusing Definitions Across Similar Jobs

Day 5: Job Enrichment and Motivation

- Job Characteristics Model — Skill Variety, Identity, Significance, Autonomy, Feedback
- Motivating Potential Score — Rating How Engaging a Role Is
- Job Rotation and Enlargement Options — Widening Experience Without Overload
- Job Crafting Conversations — Letting Jobholders Reshape Their Own Tasks
- Enrichment Trade-Off Check — Cost, Quality and Workload Effects

Day 6: Performance Standards and Goals

- Output Standard Setting — Quantity, Quality, Timeliness and Cost Measures
- SMART Goal Construction — Turning Unit Objectives Into Individual Targets
- Goal Cascade Map — Linking Each Role to Department Results
- Leading and Lagging Job Indicators — Signals Before Results Arrive
- Performance Contract Template — Agreeing Goals and Weightings at Year Start

Day 7: Diagnosing Output Gaps

- Performance Diagnostic Tree — Ability, Motivation, Resources or Design Causes
- Gilbert Behaviour Engineering Model — Environment Versus Individual Factors
- Work Sample Review — Evidence of Quality Shortfalls in Real Output
- Process Barrier Scan — Tools, Information and Approvals Slowing Jobholders
- Intervention Selection Grid — Coaching, Training, Redesign or Formal Action

Day 8: Coaching and Feedback Conversations

- GROW Coaching Model — Goal, Reality, Options and Way Forward
- SBI Feedback Method — Situation, Behaviour and Impact Statements
- Difficult Conversation Planning — Opening, Evidence and Agreed Actions
- Regular Check-In Rhythm — Short Progress Reviews Replacing Annual Surprises
- Coaching Log — Recording Commitments and Follow-Up Dates

Day 9: Improvement Plans and Recognition

- Performance Improvement Plan Drafting — Targets, Support and Review Points
- Fair Process Checklist — Consistency, Evidence and Right of Reply
- Recognition Mix Design — Praise, Stretch Tasks and Visibility
- Development Action Plan — Learning Linked to Competency Gaps
- Case Handover Note — When HR Steps Into an Underperformance Case

Day 10: Practising the Role Performance Blueprint

- Role Profile Rewrite Applied — Key Result Areas for a Chosen Job
- Competency Profile Applied — Indicators and Levels for That Job
- Diagnostic Tree Applied — Explaining a Real Output Gap
- Coaching Conversation Rehearsal — Observed Practice With Peer Feedback
- Role Performance Blueprint Completion — Design, Standards and Coaching Rhythm

Applying Job Design and Individual Performance Improvement After the Course

- Rewrite one role profile in your unit around key result areas and agree it with the jobholder in a role negotiation meeting
- Run a performance diagnostic tree on one live output gap and choose coaching, training or redesign from the intervention grid

Job Design and Individual Performance Improvement Questions FAQ

What is job design and individual performance improvement and why does it matter now?

It is the practice of building a role around clear outputs and then raising the jobholder's results. It matters now because tasks are shifting between people and technology, and managers must justify every role by its output.

Which roles gain most from job design and individual performance improvement training?

Line managers and team leaders gain most, since they set daily tasks and targets. HR performance specialists who write role profiles and handle underperformance cases also benefit directly.

How does job design and individual performance improvement differ from a performance management system course?

It works on one job and one jobholder at a time. A system course designs appraisal cycles and rating scales for a whole organisation; this course redesigns individual roles and coaches individual output.

What will you bring back from the job design and individual performance improvement course?

You bring back a role performance blueprint for one real job. It holds the role profile, competency levels, output standards and a coaching rhythm you can start the following week.

Job Design and Individual Performance Improvement: The Way Forward

The role performance blueprint first informs how duties and output standards are agreed with the jobholder. Line managers use it for check-ins, and HR performance specialists use it when a case needs formal support. After its first quarter in use, revisit the enrichment choices, since jobholder feedback shows whether added autonomy raised output or only added workload.