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COURSE BROCHURE

Growth-Oriented Performance System Design Training Course for Department Heads

1 – 5 August 2027
Kuala Lumpur

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Ref: 2444_92318 **Date:** 1 – 5 August 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Growth-Oriented Performance System Design is a 1-week training course for department heads and HR partners redesigning goal, appraisal and reward rules, and it ends with a Departmental Growth Performance Blueprint. As skills age faster and talent compares employers openly, departments that reward stagnant scores lose capable people and miss lessons from failure. Jupiter Prime Training delivers Growth-Oriented Performance System Design.

Why Growth-Oriented Performance System Design Matters Now

Three forces push departments to rethink how performance is judged. Work changes faster than annual objectives can capture, so fixed targets go stale within months. Employees expect frequent feedback. Boards and executives ask why the same errors recur across units. A department whose appraisal penalises every miss teaches people to hide problems and avoid trials; one that rewards measured improvement surfaces errors early. The course draws on established practice in continuous performance conversations, after-action learning reviews and evidence-based reward design, described in general terms.

Who Gains Most from Growth-Oriented Performance System Design

- Heads of operational departments who set quarterly targets and sign off appraisal ratings
- HR business partners who maintain rating scales, calibration sessions and reward guidelines
- Function leads who sponsor pilots and decide whether a failed trial counts against staff
- Quality and continuous improvement owners who run incident and lessons-learned reviews
- Reward and recognition specialists who allocate bonuses, spot awards and promotion criteria

A department head attending with an HR partner gains most, since one owns the targets and the other owns the rules that score them.

Growth-Oriented Performance System Design Capabilities

Participants redesign the parts of a departmental scorecard that decide whether people stretch, admit errors and share fixes.

- Assess current goal, rating and bonus rules for signals that punish honest misses — department leadership
- Design progress-based objectives that pair outcome targets with skill-gain milestones — line managers
- Specify safe-to-fail trial charters with loss limits and stop criteria — sponsoring executives
- Build a blameless learning review routine that feeds findings into next-quarter targets — quality owners
- Calibrate ratings so effortful improvement is visible beside steady high output — HR partners
- Communicate revised reward rules so staff see why experiments are recognised — the wider department

Key Growth-Oriented Performance System Design Terms

- Progress Objective — a goal that measures movement from a baseline, not only attainment of a fixed target.
- Safe-to-Fail Trial — a small, bounded experiment whose possible loss is agreed in advance and judged acceptable.
- Learning Review — a structured, blame-free meeting that records what was expected, what happened and what changes next.
- Rating Calibration — a session where managers compare proposed ratings to remove bias and align standards across units.
- Improvement Credit — recognition given for measured gains in capability or process, separate from absolute output.
- Feedback Cadence — the agreed rhythm of short performance conversations between manager and employee across the year.

Growth-Oriented Performance System Design Day by Day

Day 1: Forces Reshaping Departmental Scorecards

- Shelf Life Of Annual Objectives — When Targets Need Mid-Year Resetting
- Employee Expectations Of Frequent Feedback — Retention Of Stretch-Seeking Staff
- Recurring Error Patterns Across Units — Cost Of Hidden Failures
- Signal Audit Of Current Rating Rules — Behaviours The System Actually Rewards
- Stakeholder Map For Scorecard Change — Who Must Approve Redesign

Day 2: Goal Architecture That Favours Progress

- Baseline And Progress Objective Pairs — Balancing Attainment With Capability Gain
- Stretch Goal Bands — Separating Aspiration From Committed Delivery
- Quarterly Objective Refresh Cycle — Responding To Shifting Priorities
- Skill-Gain Milestones In Role Profiles — Linking Development To Ratings
- Department-Level Goal Cascades — Aligning Team Targets With Function Aims

Day 3: Safe-to-Fail Trials and Learning Reviews

- Trial Charter With Loss Limits — Approving Experiments Without Career Risk
- Stop And Scale Criteria — Deciding Which Trials Continue
- Blameless Learning Review Protocol — Turning Misses Into Recorded Lessons
- Lessons Register And Follow-Up Owners — Preventing Repeat Errors Across Units
- Psychological Safety Pulse Questions — Checking Whether Staff Raise Problems

Day 4: Ratings, Calibration and Reward Rules

- Rating Scale Wording Review — Removing Language That Punishes Honest Misses
- Calibration Session Design — Fair Comparison Of Improvement And Output
- Improvement Credit In Bonus Formulas — Recognising Measured Capability Gains
- Spot Recognition For Useful Failures — Encouraging Shared Experiment Results
- Promotion Criteria Tied To Learning Agility — Selecting Future Department Leads

Day 5: Practising the Departmental Growth Performance Blueprint

- Applying The Signal Audit To A Live Department — Priority Fixes
- Drafting Progress Objectives For One Unit — Manager Sign-Off Readiness
- Running A Mock Learning Review — Facilitation Under Real Pressure
- Rehearsing The Reward Rule Briefing — Staff Questions And Objections
- Assembling The Departmental Growth Performance Blueprint — Rollout Sequence And Owners

Applying Growth-Oriented Performance System Design After the Course

- Run a signal audit of your department's current rating and bonus rules and agree three wording changes.
- Charter one safe-to-fail trial with loss limits and close it with a blameless learning review recorded in a lessons register.

Growth-Oriented Performance System Design Questions FAQ

What is Growth-Oriented Performance System Design and why does it matter now?

It is the redesign of goals, ratings and rewards so improvement and honest learning count. It matters now because fixed annual targets age quickly, and systems that punish every miss drive problems underground and push capable people elsewhere.

Which roles gain most from Growth-Oriented Performance System Design?

Department heads and HR business partners gain most. Quality owners and reward specialists also benefit, as each controls a rule that signals whether experimenting is safe.

How does Growth-Oriented Performance System Design differ from a general performance appraisal course?

It focuses on the system rather than the conversation. An appraisal skills course trains managers to give ratings; this course changes the objectives, calibration rules, trial charters and bonus formulas those ratings depend on.

What will you bring back from Growth-Oriented Performance System Design?

You bring back a redesign blueprint for one department. It holds an audit of current rules, progress objectives for a pilot unit, a trial charter, a learning review protocol and revised reward wording.

Growth-Oriented Performance System Design: The Way Forward

The Departmental Growth Performance Blueprint first informs which rating and bonus rules to change before the next appraisal cycle. Department heads and HR partners use it together to brief managers and staff. After its first cycle, revisit how calibration treated improvement credit and whether more staff raised problems in learning reviews.