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HUMAN RESOURCES AND TRAINING | HRT-063

Job Proficiency and Performance

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.co.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands



Course content

Why Attend

Why Attend Organizations achieve better results when employees have the right skills, clear expectations, and continuous support to perform at their best. Job proficiency and performance management help improve productivity, strengthen accountability, and develop employee capability. This course provides participants with practical tools to manage performance, build competence, coach employees, and create a culture of continuous improvement.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, role plays, group discussions, coaching exercises, practical templates, and real workplace examples.

Course Objectives

- Understand modern performance management principles
- Define performance standards and job proficiency requirements
- Apply adult learning concepts to workplace development
- Design effective training and capability-building plans
- Conduct professional appraisals and performance reviews
- Use coaching and feedback to improve results
- Manage underperformance constructively
- Build high-performance workplace cultures

Target Audience

- HR Professionals
- Managers and Supervisors
- Team Leaders
- Learning and Development Staff



Course content

Target Audience

- Performance Management Officers
- Department Heads
- Anyone responsible for employee performance and capability development

Target Competencies

- Performance Management
- Coaching Skills
- Employee Development
- Competency Management
- Appraisal Skills
- Feedback Delivery
- Problem Solving
- Leadership Skills

Course outline

Day 1: Foundations of Performance Management

- Definition and purpose of performance management
- Four core stages: planning, monitoring, development, and reward
- Factors that support successful performance systems
- Setting behavioural and performance standards
- Defining what good performance looks like
- Introduction to competency frameworks and KSAB models

Day 2: Adult Learning and Capability Development



Course content

Course outline

- Adult learning principles and learning preferences
- Conscious Competence Model and learning stages
- Unconscious incompetence to unconscious competence journey
- Linear learning versus loop learning approaches
- Coaching and feedback for workplace learning
- Johari Window for self-awareness and growth
- Training cycle: needs analysis, design, delivery, and evaluation

Day 3: Training and Skill Mastery

- Importance of continuous improvement for proficiency
- Difference between training and long-term development
- Designing learning programs that change behaviour
- Effective knowledge transfer methods
- Pre-training and post-training evaluations
- Measuring training impact and return on investment

Day 4: Managing and Appraising Performance at Work

- Purpose and structure of performance appraisal systems
- Conducting meaningful annual performance reviews
- Collecting behavioural and performance evidence
- Setting quantitative and qualitative SMART objectives
- Performance measurement and monitoring techniques
- Managing poor performance and disciplinary considerations

Day 5: Improving Job Performance



Course content

Course outline

- Structured conversations to address performance gaps
- Ask versus Tell coaching approaches
- Designing effective coaching sessions
- Delivering motivational and developmental feedback
- Recognising and rewarding strong performance
- Identifying and correcting underperformance
- Final action planning for sustained improvement



Seminar dates

Available seminar dates

Live dates and pricing for Job Proficiency and Performance generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Amsterdam - Netherlands	Classroom	**€3,360.-**
7 - 11 December 2026	London - U.K	Classroom	**€3,400.-**
14 - 18 December 2026	Istanbul - Turkey	Classroom	**€3,080.-**
21 - 25 December 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
4 - 8 January 2027	Frankfurt - Germany	Classroom	**€2,600.-**
1 - 5 February 2027	Istanbul - Turkey	Classroom	**€2,280.-**
1 - 5 March 2027	London - U.K	Classroom	**€3,360.-**
5 - 9 April 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
3 - 7 May 2027	Geneva - Switzerland	Classroom	**€4,200.-**
7 - 11 June 2027	Barcelona - Spain	Classroom	**€3,080.-**
5 - 9 July 2027	London - U.K	Classroom	**€3,360.-**
2 - 6 August 2027	Barcelona - Spain	Classroom	**€3,080.-**
6 - 10 September 2027	Istanbul - Turkey	Classroom	**€2,280.-**
4 - 8 October 2027	Frankfurt - Germany	Classroom	**€2,600.-**
1 - 5 November 2027	London - U.K	Classroom	**€3,360.-**
6 - 10 December 2027	Munich - Germany	Classroom	**€3,400.-**