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HUMAN RESOURCES AND TRAINING | HRT-063

# Job Proficiency and Performance

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# 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 |
|---|---|---|---|
| 1 - 5 June 2026 | Frankfurt - Germany | Classroom | **€3,850.-** |
| 8 - 12 June 2026 | Istanbul - Turkey | Classroom | **€3,850.-** |
| 15 - 19 June 2026 | London - U.K | Classroom | **€3,850.-** |
| 6 - 10 July 2026 | Amsterdam - Netherlands | Classroom | **€4,250.-** |
| 20 - 24 July 2026 | London - U.K | Classroom | **€3,850.-** |
| 3 - 7 August 2026 | Barcelona - Spain | Classroom | **€4,250.-** |
| 10 - 14 August 2026 | London - U.K | Classroom | **€3,850.-** |
| 7 - 11 September 2026 | Barcelona - Spain | Classroom | **€4,250.-** |
| 14 - 18 September 2026 | Istanbul - Turkey | Classroom | **€3,850.-** |
| 5 - 9 October 2026 | Frankfurt - Germany | Classroom | **€3,250.-** |
| 12 - 16 October 2026 | London - U.K | Classroom | **€3,850.-** |
| 9 - 13 November 2026 | Munich - Germany | Classroom | **€4,250.-** |
| 16 - 20 November 2026 | Amsterdam - Netherlands | Classroom | **€4,200.-** |
| 7 - 11 December 2026 | London - U.K | Classroom | **€4,250.-** |
| 14 - 18 December 2026 | Istanbul - Turkey | Classroom | **€3,850.-** |
| 21 - 25 December 2026 | Kuala lumpur - Malaysia | Classroom | **€2,250.-** |