

**Supervisors and Managers**

# Performance Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE

**MSD2951**

DELIVERY

**Online / Face-to-Face**

DURATION

**Flexible**

PREPARED FOR

**Organisation Approval**[Register for this Course](#)[View Online Course Page](#)

## Course Overview

Performance Management is a critical function for organizations aiming to achieve strategic goals, improve productivity, and enhance employee accountability. This course by **Magna Skills** equips participants with practical tools and frameworks to design, implement, and manage effective performance management systems aligned with organizational objectives.

Participants will gain hands-on knowledge in setting KPIs, conducting performance appraisals, managing underperformance, and fostering a results-driven culture. The course is tailored for professionals in government, NGOs, and the private sector seeking to strengthen organizational performance and employee engagement.

## Course Outcomes

**By the end of this course, participants will be able to:**

1. Design and implement effective performance management systems
2. Develop clear and measurable Key Performance Indicators (KPIs)
3. Conduct fair and structured performance appraisals
4. Address underperformance and improve employee productivity
5. Align individual performance with organizational strategic goals



# Course Outline / Curriculum

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## Introduction to Performance Management Systems

- Concepts, principles, and importance of performance management
- Linking performance management to organizational strategy

## 2. Setting Performance Goals and KPIs

- Developing SMART goals and measurable KPIs
- Aligning departmental and individual targets with strategy

## 3. Performance Planning and Agreements

- Creating performance contracts and work plans
- Role clarity and expectation setting

## 4. Monitoring and Measuring Performance

- Tools and techniques for tracking performance
- Using dashboards and performance scorecards

## 5. Performance Appraisal Methods

- Traditional and modern appraisal systems (360-degree feedback, balanced scorecard)
- Conducting fair and objective evaluations

## 6. Feedback and Coaching Techniques

- Delivering constructive feedback
- Coaching and mentoring for performance improvement

## 7. Managing Underperformance

- Identifying causes of poor performance
- Developing performance improvement plans (PIPs)

## 8. Reward and Recognition Systems

- Linking performance to rewards and incentives
- Non-monetary recognition strategies

## 9. Performance Management in the Public and NGO Sector

- Challenges and best practices in public sector performance management
- Ensuring accountability and transparency

## 10. Digital Tools and Trends in Performance Management

- Use of HR systems and performance management software
- Emerging trends and future of performance management

## Target Audience

## Key Course Benefits

### Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

### Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

### Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

### Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

## Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

### Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa Vic Falls, Zimbabwe

Livingstone, Zambia

### East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda Kampala, Uganda Nairobi

Zanzibar, Tanzania

### West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana Port Louis, Mauritius

### International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

### Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning Remote Teams Flexit

### Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite Custom Dates Group Training

## Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

[Register / Apply Online](#)

[View Full Course Page](#)

## About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

[Government Training](#)

[NGO Capacity Building](#)

[Corporate Workshops](#)

[Online Learning](#)

[Face-to-Face Training](#)

Certifica

## Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

<b>Organisation / Department</b>	
<b>Delegate Name(s)</b>	
<b>Approved Course</b>	Performance Management
<b>Preferred Delivery Mode</b>	<input type="checkbox"/> Online <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Organisation-Based Training
<b>Preferred Training Venue /Date</b>	
<b>Estimated Number ofDelegates</b>	
<b>Budget / Vote Number</b>	
<b>Contact Person</b>	
<b>Email / Mobile</b>	

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Authorised Name

Signature / Stamp

Date

Prepared by Magna Skills Development Institute | Training Coordinator: Denis Wunganayi

Register: <https://www.magnaskills.com/applyadd?c=2951> | Course Page: <https://www.magnaskills.com/course/2951> | WhatsApp: +27 63 007 9022

This document is intended to support course review, sponsorship approval, delegate nomination and organisational training planning.