MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

AI for NGO, Government and Business

AI-Enabled Performance Management Masterclass

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSDI	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

This customised Magna Skills masterclass equips managers, supervisors and HR professionals to use AI and performance analytics to set clearer expectations, identify performance gaps earlier and conduct fair, evidence-based reviews. It is suitable for government institutions, revenue authorities, development organisations and private sector employers.

Participants will use spreadsheets, dashboards and approved AI tools to design KPIs, analyse performance trends, prepare coaching conversations and draft appraisal summaries. The programme shows how to check AI outputs against source records, protect employee information and keep managers accountable for ratings and employment decisions.

Using simulated workplace data, participants will build a performance scorecard, conduct a review conversation and develop a 90-day plan to improve performance management in their organisation.

Course Outcomes

- Translate organisational priorities into measurable team and individual performance objectives.
- Use AI to draft and refine KPIs, then test them for relevance, fairness and unintended incentives.
- Build dashboards that highlight performance trends, exceptions and gaps requiring follow-up.
- Use verified evidence and AI-assisted preparation to conduct coaching and appraisal conversations.
- Design a performance improvement plan and establish safeguards for responsible AI use throughout the performance cycle.

Course Outline / Curriculum

1. Performance Management in the AI Era

- Map the performance cycle from goal setting and monitoring to feedback, appraisal and development.
- Identify where AI can save time or improve analysis, and define which decisions require managerial judgement and approval.

2. Aligning Strategy, Team Goals and Individual Objectives

- Translate organisational priorities into team deliverables and individual commitments with clear ownership and deadlines.
- Use AI to draft objectives, then refine them against job responsibilities, available resources and agreed service standards.

3. AI-Assisted KPI and Scorecard Design

- Build a scorecard with baselines, targets, data sources and measures of productivity, quality and timeliness.
- Test AI-suggested indicators for unintended incentives, such as rewarding cases closed while overlooking errors or repeat complaints.

4. Performance Data Quality and Dashboard Development

- Clean and validate performance records in Excel, checking for missing values, inconsistent definitions and incomplete reporting periods.
- Build a dashboard that compares targets with actual results and highlights trends, exceptions and actions due.

5. Analysing Performance Gaps and Root Causes

- Use AI to suggest explanations for performance patterns, then test them against workload, case complexity, process delays and available evidence.
- Distinguish gaps that an employee can address from barriers that require management action, such as system downtime or unclear procedures.

6. Continuous Feedback and Performance Coaching

- Use approved AI tools to turn verified observations into coaching questions, feedback notes and follow-up actions.
- Practise a coaching conversation that invites the employee’s perspective, agrees on support and sets a review date.

7. Appraisals, Rating Calibration and Fairness

- Draft appraisal narratives from verified evidence and check that each statement reflects the agreed standards and the full review period.
- Compare sample ratings across managers to identify inconsistent scoring, bias and unsupported conclusions before sign-off.

8. Managing Underperformance and Developing Talent

- Build a performance improvement plan with measurable expectations, agreed support, checkpoints and evidence of progress.
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Use review findings to identify development priorities, recognise strong performance and assign work that builds capability.

9. Responsible AI, Employee Privacy and Human Oversight

- Apply controls for approved tools, data access, anonymisation and retention of performance records.
- Review AI outputs for factual errors, bias and unsupported inferences, and document the human decisions behind ratings and actions.

10. Integrated Case Study and 90-Day Action Plan

- Analyse a simulated team that meets its processing target but has rising error rates and complaints; prepare a dashboard and conduct a review conversation.
- Develop a 90-day implementation plan with priority AI uses, safeguards, responsible officers and measures of success.

Target Audience

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Agriculture officers, food security specialists, rural development teams, NGOs, planners, government officials, climate programme teams, development project staff, extension officers, land officers, donor funded project teams and agricultural policy professionals.

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
- Flexib

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.

Organisation / Department	
Delegate Name(s)	
Approved Course	AI-Enabled Performance Management Masterclass
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____