

COURSE BROCHURE

# Performance Management & Employee Engagement

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



## Course Description

### Introduction

**Performance Management & Employee Engagement** is a premium executive training program designed to equip HR leaders, managers, department heads, public sector professionals, and executive decision-makers with the practical strategies required to improve employee performance, strengthen accountability, increase engagement, and build a high-performing organizational culture.

In today's demanding institutional environment, organizations can no longer rely on annual performance reviews alone to drive productivity, service excellence, or employee commitment. Government entities, ministries, public sector organizations, and large corporations need integrated performance management systems that align individual contributions with organizational priorities while creating a workplace where employees feel motivated, valued, supported, and connected to purpose.

This course provides a practical and executive-focused approach to performance planning, performance review, employee engagement, feedback conversations, coaching, accountability, motivation, recognition, workplace culture, leadership communication, and performance improvement. Participants will learn how to create performance systems that are fair, transparent, measurable, and directly connected to strategic objectives, service quality, and institutional results.

The executive-level value proposition of this program lies in helping organizations improve productivity, enhance employee commitment, reduce disengagement, strengthen leadership effectiveness, improve retention, and build a culture of performance excellence and continuous improvement.

This program is ideal for institutions seeking to modernize performance management, increase employee engagement, improve workforce accountability, strengthen leadership capability, and create a more motivated, productive, and future-ready workforce.

### Course Objectives

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

- Design practical performance management processes that support fairness, clarity, and accountability.
- Strengthen the quality of performance planning, monitoring, review, and improvement.
- Conduct effective feedback, coaching, and development conversations.
- Identify drivers of employee engagement, motivation, commitment, and workplace satisfaction.
- Improve employee accountability while maintaining a supportive and positive work environment.
- Use performance indicators and engagement data to support better people decisions.
- Address underperformance through structured, fair, and constructive approaches.
- Build a culture of recognition, trust, collaboration, and continuous improvement.
- Support managers in becoming more effective performance leaders.
- Prepare actionable recommendations to improve performance and engagement across the organization.

## **Course Content: 5-Day Training Outline**

### **Day 1: Strategic Foundations of Performance Management and Engagement**

- The role of performance management in government, public sector, and corporate environments.
- Understanding performance management as a continuous leadership process, not a yearly evaluation event.
- The connection between performance, engagement, productivity, culture, and institutional outcomes.
- Aligning individual, team, and departmental performance with organizational priorities.
- Key elements of an effective performance management framework.
- Common weaknesses in traditional performance review systems.
- Employee engagement as a driver of retention, service quality, innovation, and organizational resilience.
- The role of leaders and managers in shaping performance and engagement.
- Building a culture of clarity, accountability, fairness, and trust.
- Practical discussion: How performance and engagement influence organizational results.

### **Day 2: Performance Planning, Indicators, and Accountability**

- Setting clear performance expectations and role responsibilities.
- Translating institutional priorities into departmental and individual performance commitments.
- Developing meaningful performance indicators and measurable outcomes.
- Balancing quantitative and qualitative performance measures.
- Aligning performance planning with job roles, competencies, service standards, and development needs.

- Practical exercise: Building a performance plan for a role, team, or department.

### **Day 3: Feedback, Coaching, Development, and Performance Improvement**

- The role of feedback in improving performance and employee confidence.
- Conducting constructive performance conversations with clarity and respect.
- Coaching employees for growth, ownership, and continuous improvement.
- Identifying strengths, development needs, capability gaps, and behavioral challenges.
- Managing underperformance through fair and structured approaches.
- Designing performance improvement actions and development plans.
- Linking performance results with learning, career growth, and capability development.
- Handling difficult conversations professionally and confidently.
- Building manager capability in performance leadership.
- Practical workshop: Conducting a performance feedback and improvement conversation.

### **Day 4: Employee Engagement, Motivation, Culture, and Retention**

- Understanding employee engagement and its impact on performance and retention.
- Key drivers of engagement:
  - Purpose and meaning.
  - Leadership trust.
  - Recognition and appreciation.
  - Career growth.
  - Fairness and inclusion.
  - Communication quality.
  - Workload balance.
  - Team collaboration.
  - Employee voice.
- Measuring engagement through surveys, feedback channels, and workforce indicators.
- Analyzing engagement results and identifying priority improvement areas.
- Building motivation through recognition, empowerment, participation, and development.
- Creating a positive employee experience across the employment lifecycle.
- The link between engagement, wellbeing, productivity, and service quality.

- Building governance around performance management and engagement initiatives.
- Roles and responsibilities of HR, senior leadership, managers, and employees.
- Ensuring fairness, consistency, transparency, and accountability in performance decisions.
- Using performance data and engagement insights for workforce planning and leadership decisions.
- Creating performance dashboards and engagement reports for senior management.
- Communicating performance and engagement priorities across the organization.
- Integrating performance management with talent management, learning, succession planning, and rewards.
- Common mistakes in performance and engagement initiatives and how to avoid them.
- Developing a practical implementation roadmap for improving performance and engagement.
- Final applied workshop: Presenting a performance management and employee engagement improvement strategy.

### **Target Audience**

This course is designed for professionals involved in human resources, performance management, employee engagement, workforce planning, leadership development, organizational development, public sector management, and executive decision-making.

The program is ideal for:

- HR managers and HR business partners.
- Performance management professionals.
- Employee engagement and employee experience specialists.
- Learning and development managers.
- Organizational development professionals.
- Talent management and workforce planning professionals.
- Government HR officials and ministry HR teams.
- Public sector managers responsible for service quality and workforce performance.
- Department heads, supervisors, and operational managers.
- Strategy and transformation professionals.
- Internal auditors, governance, and compliance professionals involved in HR oversight.
- Executives responsible for people strategy, productivity, culture, or institutional transformation.

Participants are expected to have a basic understanding of human resource management, employee supervision, leadership, administration, or organizational operations. Advanced HR specialization is not required, as the course explains performance management and employee engagement concepts through practical examples, case studies, and executive-level applications.

Recommended requirements include:

- Basic experience in HR, management, supervision, administration, or organizational development.
- Familiarity with employee performance reviews, team management, training, or workplace communication.
- Interest in improving employee performance, engagement, accountability, and leadership effectiveness.
- Ability to engage with workplace challenges, people data, and management practices.
- Willingness to participate in discussions, case studies, role-based exercises, and applied workshops.

### **Training Methodology**

The training methodology combines executive education, practical HR application, case-based learning, leadership practice, and applied workplace exercises. The course is designed to help participants move from routine performance review practices to a more strategic, continuous, and engagement-centered approach to workforce performance.

The methodology includes:

- Expert-led presentations using clear, practical, and professional HR language.
- Real-world case studies from government, public sector, corporate, and institutional environments.
- Practical exercises on performance planning, feedback conversations, engagement analysis, and improvement actions.
- Group discussions on accountability, motivation, employee experience, leadership behavior, and culture.
- Scenario-based learning focused on underperformance, disengagement, conflict, recognition, and team performance.
- Applied workshops for building performance plans, engagement strategies, and implementation roadmaps.
- Interactive analysis of performance indicators, engagement survey findings, and workplace case scenarios.
- Practical tools, templates, and frameworks that participants can adapt to their workplace.

### **Learning Outcomes**

Upon successful completion of the course, participants will be able to:

- Address underperformance through fair, structured, and constructive methods.
- Identify key drivers of engagement and workplace motivation.
- Use engagement data and employee feedback to improve workplace experience.
- Strengthen accountability, recognition, trust, and collaboration across teams.
- Support managers in leading performance and engagement more effectively.
- Build performance dashboards and engagement reports for leadership review.
- Integrate performance management with talent, learning, succession, and rewards.
- Contribute to stronger productivity, employee commitment, service quality, and institutional performance.

### **Instructor Profile**

The course is delivered by **an internationally certified expert with extensive practical and consulting experience** in performance management, employee engagement, human resource management, organizational development, leadership development, workforce planning, HR governance, executive training, and institutional advisory.

The instructor combines strategic HR expertise with practical consulting experience, enabling participants to understand performance management and employee engagement in a clear, practical, and results-oriented way. The training approach focuses on workplace application, leadership behavior, employee motivation, accountability, governance discipline, and measurable organizational improvement.

### **Executive Value Proposition**

**Performance Management & Employee Engagement** enables organizations to build a high-performance culture where employees understand expectations, receive meaningful feedback, feel valued, and contribute more effectively to institutional goals. Participants learn how to improve performance systems, strengthen manager capability, increase engagement, and turn workforce challenges into practical improvement actions. For government entities, ministries, public sector organizations, and large corporations, this course delivers practical value by improving workforce productivity, enhancing employee commitment, strengthening accountability, supporting service quality, and reducing the risks associated with disengagement and inconsistent performance practices.

The program helps organizations move beyond traditional performance appraisal toward continuous performance leadership, where clarity, feedback, engagement, recognition, data, and development work



# Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

**Website**

[www.skillslab-training.com](http://www.skillslab-training.com)

**Email**

[info@skillslab-training.com](mailto:info@skillslab-training.com)

**WhatsApp**

+966 559 653 447

**Generated by Skillslab Training**

[info@skillslab-training.com](mailto:info@skillslab-training.com) | WhatsApp: +966 559 653 447

[www.skillslab-training.com](http://www.skillslab-training.com)