

Course No. 1379

Managing People & Performance Training Course

MANAGEMENT SKILLS
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Managing People & Performance Training Course is a comprehensive professional development program designed to strengthen the managerial and leadership capabilities required to build effective teams, manage employee performance, and achieve sustainable organizational results. In modern organizations, effective management extends beyond assigning tasks and monitoring completion. Managers must establish clear expectations, develop people, manage performance differences, provide constructive feedback, and create an environment where employees can contribute effectively to organizational goals.

The course provides a structured approach to managing people and performance, covering the full management cycle from defining roles and expectations to coaching, motivation, performance monitoring, feedback, performance improvement, and employee development. Participants will explore how individual performance contributes to team effectiveness and how well-managed teams support operational and strategic objectives.

The program also addresses practical challenges faced by managers, including inconsistent performance, low engagement, communication gaps, capability shortages, high-performing employees requiring greater responsibility, and performance issues that require structured intervention. Participants will learn how to conduct professional performance discussions, identify the underlying causes of performance gaps, and develop practical improvement plans aligned with organizational expectations.

Designed for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations, this course supports managers in managing diverse teams within environments characterized by accountability, operational complexity, governance requirements, and performance expectations. It connects people management with employee development, productivity, organizational capability, and business performance.

Through case studies, practical exercises, role plays, and workplace simulations, participants will develop practical approaches for managing people and improving performance in real organizational situations. The course emphasizes immediate application, enabling managers to strengthen accountability, improve employee engagement, develop talent, and create high-performing teams that contribute consistently to organizational objectives.

Objectives

- Analyze the fundamental principles of people management and their relationship to organizational performance during the training program.
- Assess individual and team performance levels and identify strengths, capability gaps, and areas requiring managerial intervention.
- Develop clear, measurable, and role-specific performance expectations for employees and teams.
- Apply effective coaching, motivation, communication, and follow-up techniques to strengthen employee performance.
- Design practical feedback mechanisms that support constructive performance discussions and continuous improvement.
- Improve the ability to manage different levels of employee performance fairly and consistently.
- Strengthen approaches for managing high-performing employees and expanding their capabilities and responsibilities.
- Implement structured methods for addressing underperformance and developing realistic performance improvement plans.
- Evaluate individual development needs and align them with job requirements and organizational priorities.
- Align people management and performance management practices with operational and strategic objectives.
- Develop a practical workplace action plan for improving people management and performance within the organization.

Who Should Attend

This course is designed for executives, senior managers, department heads, supervisors, team leaders, project managers, operations managers, branch managers, and professionals responsible for managing employees, directing teams, monitoring performance, and delivering organizational results. It is particularly suitable for managers who need to strengthen their ability to lead people, manage expectations, and improve performance while maintaining a professional and productive work environment.

The program is also highly relevant for human resources professionals, organizational development specialists, talent management professionals, performance management specialists, and

professionals in operations, planning, quality, customer service, and administrative functions who have direct or indirect responsibility for employees and team performance.

The course is suitable for senior professionals and decision makers seeking to strengthen performance management practices, improve employee productivity, increase accountability, support career development, and build capable teams that can consistently achieve operational and strategic objectives.

Learning Outcomes

- Identify the key factors that influence individual and team performance within an organization.
- Establish clear, measurable, and role-based performance expectations aligned with organizational priorities.
- Apply effective methods for managing daily performance, priorities, responsibilities, and workplace expectations.
- Provide constructive feedback that supports employee development and improved performance.
- Conduct professional performance discussions focused on results, behaviors, capabilities, and development opportunities.
- Manage differences in performance levels using fair, structured, and consistent approaches.
- Identify high-performing employees and support their development through greater responsibility and career opportunities.
- Diagnose the underlying causes of underperformance and develop appropriate corrective actions.
- Create practical performance improvement plans with clear expectations, responsibilities, timelines, and follow-up mechanisms.
- Align employee development needs with performance results, job requirements, and organizational capability needs.
- Use performance indicators and management information to support performance-related decisions.
- Develop an actionable plan for strengthening people management and performance practices within the workplace.

Course Outline

DAY 01

Foundations of People and Performance Management

- Understanding the role of people management and performance management in organizational success
- The manager's responsibilities in building effective and accountable teams
- The relationship between individual performance, team performance, and organizational results
- Defining roles, responsibilities, standards, and performance expectations

PRACTICAL APPLICATION OR DISCUSSION

Analyzing common people and performance management challenges in the workplace

DAY 02

Performance Expectations, Motivation, and Daily Management

- Establishing clear and measurable performance expectations
- Managing priorities, responsibilities, and daily performance requirements
- Motivation principles and practices for strengthening employee engagement
- Understanding differences in employee needs, capabilities, and workplace drivers

PRACTICAL APPLICATION OR DISCUSSION

Developing performance expectations and a follow-up plan for an employee or team

DAY 03

Feedback, Communication, and Performance Discussions

- Principles of effective performance feedback
- Conducting professional and constructive performance discussions
- Managing defensive reactions, resistance, and difficult conversations
- Using managerial communication to improve workplace behavior and results

DAY 03 — CONTINUED

PRACTICAL APPLICATION OR DISCUSSION

Role play involving a challenging employee performance discussion

DAY 04

Managing Underperformance and Developing Employees

- Identifying the causes of underperformance and distinguishing causes from symptoms
- Developing structured performance improvement plans
- Managing performance differences fairly and consistently
- Developing high-potential employees and strengthening future capability

PRACTICAL APPLICATION OR DISCUSSION

Case studies focused on performance improvement and employee development

DAY 05

Building a Sustainable Performance Culture

- Aligning people and performance management with organizational objectives
- Strengthening accountability, trust, collaboration, and employee ownership
- Using performance indicators to monitor results and support managerial decisions
- Building sustainable practices for employee development and talent management

FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE

Developing a practical people and performance management improvement plan for the workplace



Register or Request More Information

Course page: <https://quest-training.com/courses/managing-people-performance-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

