

Course No. 1972

Performance Management & Reward Systems Training Course

**COMPENSATION, BENEFITS, TOTAL REWARDS & PAYROLL
HUMAN RESOURCES & TALENT MANAGEMENT**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Performance Management & Reward Systems Training Course provides a strategic and practical framework for designing performance management and reward systems that align employee contributions with organizational priorities. The program focuses on creating clear performance expectations, meaningful measurement mechanisms, effective feedback processes, and reward structures that encourage accountability, engagement, productivity, and sustained performance.

Participants will explore the complete performance management cycle, including goal setting, performance planning, competency and behavior assessment, continuous feedback, coaching, performance reviews, calibration, development planning, and performance improvement. The course emphasizes moving away from purely administrative appraisal processes toward continuous performance conversations and management practices that support business results and employee development.

The program also examines the relationship between performance and rewards, including merit increases, performance bonuses, incentives, recognition, career progression, and other reward mechanisms. Participants will learn how to establish fair and transparent approaches that differentiate performance appropriately while maintaining internal equity, market competitiveness, affordability, and employee trust.

Through practical exercises, performance planning activities, evaluation scenarios, calibration exercises, reward design cases, and performance improvement workshops, participants will develop the ability to build integrated performance and reward frameworks that support organizational strategy, strengthen managerial accountability, and create a culture of continuous performance improvement.

Objectives

- By the end of the course, participants will be able to:
- Explain the strategic relationship between performance management and reward systems.
- Align performance management frameworks with organizational strategy and business objectives.

- Develop clear and measurable individual, team, and organizational performance objectives.
- Establish appropriate performance indicators and measurement criteria.
- Apply effective methods for continuous performance management and feedback.
- Improve the quality and consistency of performance evaluations.
- Identify and address common sources of bias in performance assessment.
- Apply calibration approaches to strengthen fairness and consistency.
- Design reward mechanisms that appropriately recognize performance.
- Align merit increases, incentives, bonuses, and recognition with performance outcomes.
- Establish transparent links between performance results and career progression.
- Address underperformance through structured performance improvement processes.
- Strengthen managers' coaching and performance leadership capabilities.
- Apply performance and reward analytics to support evidence-based decisions.
- Evaluate the effectiveness and fairness of performance and reward systems.
- Develop an integrated performance management and reward improvement strategy.

Who Should Attend

This course is designed for HR directors and managers, performance management specialists, compensation and benefits professionals, total rewards specialists, HR business partners, talent management professionals, and HR operations teams responsible for performance and reward programs.

It is also suitable for department heads, line managers, supervisors, team leaders, workforce planning professionals, organizational development specialists, people analytics professionals, and executives involved in performance evaluation, employee development, compensation decisions, and workforce strategy.

The program is particularly relevant to government entities, banks and financial institutions, oil and gas organizations, multinational corporations, large private-sector companies, and organizations seeking to strengthen performance accountability, employee engagement, merit-based rewards, and organizational productivity.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Assess the effectiveness and maturity of an organization's performance management framework.
- Translate strategic priorities into meaningful employee and team performance objectives.
- Develop measurable performance indicators and appropriate evaluation criteria.
- Establish effective performance planning and review processes.
- Conduct structured and objective performance discussions.
- Provide constructive feedback and coaching throughout the performance cycle.
- Identify inconsistencies and potential bias in performance assessments.
- Apply calibration techniques to improve consistency across departments.
- Develop performance-linked reward structures.
- Differentiate rewards according to contribution and performance levels.
- Establish appropriate links between performance, pay progression, incentives, and recognition.
- Manage underperformance through documented improvement plans and follow-up.
- Use performance and reward data to identify workforce trends and decision-making opportunities.
- Evaluate employee perceptions of fairness, transparency, and reward effectiveness.
- Measure the organizational impact of performance and reward programs.
- Develop a practical roadmap for integrating and continuously improving performance and reward systems.

Course Outline

DAY 01

Strategic Performance Management Foundations

- Principles and purpose of performance management.
- Performance management versus traditional performance appraisal.
- Linking organizational strategy with workforce performance.
- Performance management frameworks and governance.
- Organizational, departmental, team, and individual objectives.

DAY 01 — CONTINUED

- Cascading strategic objectives throughout the organization.
- Developing clear and measurable performance expectations.
- Key performance indicators and performance measures.
- Competencies, behaviors, and performance standards.
- Roles and responsibilities throughout the performance cycle.
- Common challenges affecting performance management effectiveness.

PRACTICAL APPLICATION

Develop a performance management framework that translates organizational priorities into departmental and individual objectives.

DAY 02

Performance Planning, Feedback and Coaching

- Effective performance planning.
- Setting objectives and performance expectations.
- Applying measurable and achievable performance criteria.
- Establishing performance indicators and targets.
- Continuous performance management.
- Effective feedback principles and techniques.
- Performance conversations and employee engagement.
- Managerial coaching and performance support.
- Documenting performance discussions.
- Addressing performance barriers and changing priorities.
- Building a continuous feedback culture.

PRACTICAL APPLICATION

Conduct a simulated performance planning and feedback session and develop an individual performance plan.

DAY 03

Performance Evaluation, Calibration and Improvement

- Principles of objective performance evaluation.
- Performance review methodologies.
- Assessing results, competencies, and behaviors.
- Rating scales and performance differentiation.
- Common evaluation errors and unconscious bias.
- Evidence-based performance assessment.
- Performance calibration processes.
- Ensuring consistency across teams and departments.
- Managing difficult performance conversations.
- Identifying performance gaps.
- Performance improvement plans and follow-up mechanisms.

PRACTICAL APPLICATION

Evaluate a set of employee performance cases, identify rating inconsistencies and bias, and conduct a calibration exercise.

DAY 04

Reward Systems and Performance-Based Recognition

- Principles of performance-linked rewards.
- Relationship between performance and compensation.
- Merit increases and pay progression.
- Short-term incentives and performance bonuses.
- Individual, team, and organizational incentives.
- Recognition programs and non-financial rewards.
- Linking rewards to measurable performance outcomes.
- Differentiating rewards according to contribution.
- Internal equity and perceived reward fairness.
- Reward transparency and employee communication.

DAY 04 — CONTINUED

- Evaluating reward effectiveness and unintended consequences.

PRACTICAL APPLICATION

Design a performance-based reward framework linking performance levels with merit increases, incentives, bonuses, and recognition.

DAY 05

Performance and Reward Governance, Analytics and Continuous Improvement

- Integrating performance management and reward systems.
- Governance, accountability, and decision-making.
- Performance and reward policies and controls.
- Using performance and reward analytics.
- Identifying performance and reward trends.
- Measuring employee and organizational outcomes.
- Evaluating fairness, consistency, and transparency.
- Management reporting and executive dashboards.
- Reviewing and improving performance and reward processes.
- Managing organizational change and employee expectations.
- Building a culture of performance and recognition.
- Establishing continuous improvement mechanisms.

FINAL WORKSHOP

Develop an integrated Performance Management & Reward System for a selected organization, covering strategic objectives, performance indicators, evaluation processes, calibration, feedback, performance improvement, merit progression, incentives, recognition, governance, analytics, communication, and an implementation roadmap.



Register or Request More Information

Course page: <https://quest-training.com/courses/performance-management-reward-systems-training-course>

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