

Course No. 1404

Performance Review & Development Training Course

**PERFORMANCE MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

5 – 9 Oct 2026



Scheduled Event Details

CITY	Milan, Italy
DATE	5 – 9 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€6,000

Course Overview

The Performance Review & Development Training Course provides a comprehensive and practical framework for strengthening employee performance management and transforming performance reviews from a routine administrative activity into a strategic process that supports employee development, organizational performance, and business objectives. The course focuses on building effective performance review practices that connect individual responsibilities, measurable objectives, performance indicators, competencies, and organizational priorities.

The program equips managers and HR professionals with the knowledge and practical techniques required to establish clear performance expectations, assess results objectively, conduct effective performance review meetings, provide constructive feedback, identify performance gaps, and create practical individual development plans. It emphasizes consistency, transparency, accountability, and continuous improvement throughout the performance management cycle.

Modern organizations require more than an annual performance evaluation. They need an ongoing approach that encourages meaningful conversations about achievements, behaviors, capabilities, challenges, and development opportunities. The course therefore addresses continuous performance discussions, effective feedback, difficult conversations, performance improvement planning, coaching, employee development, and the use of performance information to support talent and workforce decisions.

Performance review and development are particularly important for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations with diverse functions, multiple management levels, and complex workforce requirements. The course helps organizations improve the consistency of performance evaluations, strengthen managerial conversations, identify development priorities, and connect employee performance with broader organizational capability.

Through practical exercises, case studies, role plays, and workplace-based applications, participants will develop the ability to manage the complete performance review cycle, from setting expectations and monitoring progress to evaluating outcomes and establishing development plans. The course also emphasizes balancing accountability with employee support to create a stronger performance culture and encourage continuous professional growth.

Objectives

- Analyze the principles of effective performance review and their relationship with organizational performance management throughout the course.
- Develop structured performance review frameworks that connect employee results with objectives, responsibilities, and performance indicators.
- Evaluate the quality and relevance of performance standards and indicators used to assess employee results and competencies.
- Apply effective methods for conducting professional, objective, and structured performance review discussions.
- Design individual development plans based on performance gaps, capability requirements, career goals, and business priorities.
- Improve the quality of managerial feedback by applying constructive and evidence-based feedback techniques.
- Assess the root causes of performance gaps and distinguish between skill, behavior, motivation, resource, and process-related issues.
- Implement continuous performance monitoring practices that complement formal performance reviews.
- Strengthen managers' ability to address underperformance and handle sensitive performance discussions professionally.
- Align performance review results with learning and development, talent management, and career development initiatives.
- Evaluate the effectiveness of individual development plans and monitor progress against agreed development objectives.
- Build performance review practices that promote accountability, fairness, employee engagement, and continuous improvement.

Who Should Attend

This course is designed for executives, department managers, heads of departments, HR managers, performance management managers, talent management managers, organizational development professionals, and line managers responsible for setting objectives, monitoring performance, conducting reviews, providing feedback, and supporting employee development.

It is also suitable for HR business partners, learning and development professionals, talent specialists, workforce planning professionals, and HR specialists responsible for designing performance management systems, performance indicators, evaluation processes, and development programs. Newly appointed managers and supervisors will also benefit from developing structured approaches to performance conversations and employee development.

The course is particularly relevant to leaders and decision makers in government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations seeking to strengthen performance review systems, improve managerial accountability, connect performance outcomes with employee development, and build organizational capability.

Learning Outcomes

- Design an effective performance review framework aligned with organizational objectives and job responsibilities.
- Establish clear, measurable, and relevant employee performance objectives and expectations.
- Evaluate performance using appropriate quantitative and qualitative indicators and professional assessment standards.
- Conduct structured performance review meetings that promote clarity, fairness, and constructive dialogue.
- Provide evidence-based feedback that reinforces strengths and addresses areas requiring improvement.
- Identify the root causes of performance gaps and determine appropriate development or corrective interventions.
- Develop individual development plans aligned with employee needs, role requirements, and career objectives.
- Apply continuous performance management techniques to monitor progress between formal review cycles.

- Manage underperformance and difficult performance conversations in a professional and balanced manner.
- Connect performance review findings with learning, development, talent management, and career planning.
- Evaluate the effectiveness of development plans and measure employee progress against agreed objectives.
- Contribute to a culture of accountability, continuous feedback, development, and sustainable performance improvement.

Course Outline

DAY 01

Foundations of Performance Review and Performance Management

- Definition, purpose, and strategic role of performance review
- Relationship between organizational objectives and employee performance goals
- Components of an effective performance management cycle
- Establishing performance expectations, responsibilities, and success criteria
- Performance indicators and evaluation standards
- Balancing results, behaviors, competencies, and contribution
- Common performance review challenges and sources of inconsistency

PRACTICAL APPLICATION

Reviewing a performance evaluation framework and identifying improvement opportunities

DAY 02

Performance Measurement and Effective Review Discussions

- Collecting and analyzing performance evidence
- Assessing results against agreed objectives and standards
- Preparing managers and employees for performance review meetings
- Structuring an effective performance review conversation

DAY 02 — CONTINUED

- Delivering positive, corrective, and developmental feedback
- Managing disagreements and differing perceptions of performance
- Recognizing and reducing bias in performance evaluation

PRACTICAL APPLICATION

Role-playing performance review discussions across different workplace situations

DAY 03

Employee Development and Individual Development Planning

- Identifying performance and capability gaps
- Distinguishing skill, behavior, motivation, resource, and process-related performance issues
- Conducting development needs analysis
- Building effective individual development plans
- Setting development objectives and progress measures
- Using training, coaching, mentoring, assignments, and stretch opportunities for development
- Linking development plans with career pathways and talent management

PRACTICAL APPLICATION

Developing an individual development plan based on performance review findings

DAY 04

Managing Underperformance and Continuous Feedback

- Recognizing and addressing underperformance at an early stage
- Identifying organizational and individual causes of performance gaps
- Developing and monitoring performance improvement plans
- Managing difficult and sensitive performance conversations
- Establishing continuous feedback practices between formal review cycles
- Strengthening employee ownership of performance and development
- Documenting feedback, performance concerns, and development actions professionally

DAY 04 — CONTINUED

PRACTICAL APPLICATION

Managing a complete underperformance case and developing an improvement approach

DAY 05

Connecting Performance Review with Talent and Organizational Development

- Using performance review results to support career and development decisions
- Linking performance management with learning, development, and talent management
- Establishing measures for monitoring performance review effectiveness
- Analyzing performance trends across teams and departments
- Using performance information to support workforce planning decisions
- Strengthening a culture of performance, feedback, development, and continuous improvement
- Developing managerial practices that support sustainable employee performance

FINAL WORKSHOP

Developing an integrated performance review and employee development framework for an organization

Register or Request More Information

Course page: <https://quest-training.com/courses/performance-review-development-training-course>

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