HUMAN RESOURCES MANAGEMENT

HR2 Performance Management, Benchmarking and Continuous Improvement

In today's competitive environment, mastering the art of performance management, benchmarking, and continuous improvement is essential for any manager or supervisor. This course equips professionals with robust tools and strategies to enhance team performance and align it with organisational goals. Participants will delve into the performance management cycle, explore effective benchmarking techniques, and learn how to foster an environment of continuous improvement. By integrating practical tools with actionable insights, this course prepares delegates to significantly boost their team's efficiency and productivity.

Course Information

Duration: 5 days

London (£4950): 14th September 2026, 2nd November 2026, 11th January 2027

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This course is specifically designed for managers, department heads, and senior HR practitioners who play a pivotal role in shaping and guiding their teams towards exceptional performance. Attendees typically manage projects, teams, or departments and are keen on enhancing their skills in performance management, effective

communication, and strategic alignment. This training is invaluable for those aiming to refine their leadership capabilities and implement best practices in performance management within their organisations.

Course profile

Understanding Performance Management

- Exploring the performance management cycle
- Setting organisational and individual KPIs
- Establishing clear roles and responsibilities
- Analysing workplace behaviours and attitudes
- Enhancing understanding of team dynamics

Enhancing Individual Performance

- Reviewing role clarity and job descriptions
- Conducting effective performance reviews
- Assessing skills and experience levels
- Utilising competency frameworks
- Developing a skills matrix for talent development

Benchmarking Performance

- Understanding different performance management systems
- Implementing Management by Objectives (MBO)
- Applying the Balanced Scorecard effectively
- Utilising 360-degree feedback
- Measuring and evaluating performance

Mastering Feedback for Continuous Improvement

- Identifying motivational drivers within teams
- Delivering effective feedback
- Receiving and utilising feedback constructively
- Facilitating behavioural changes
- Encouraging a culture of continuous improvement

Advanced Communication Skills

- Coaching team members effectively
- Developing influential communication skills
- Understanding the Push-Pull influence model
- Setting clear communication objectives
- Engaging and persuading stakeholders

Competencies

At the end of this course, delegates will be able to:

- Align team performance objectives with organisational strategy.
- Set and manage realistic and measurable KPIs.
- Conduct insightful performance reviews to enhance individual growth.
- Apply benchmarking techniques to gauge and elevate performance.
- Utilise feedback effectively to encourage personal and team development.
- Employ advanced communication strategies to lead and influence effectively.
- Foster an organisational culture of continuous improvement.
- Implement practical tools and strategies to manage team performance efficiently.

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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