# ADVANCED PROGRAMME IN ORGANIZATIONAL PERFORMANCE MANAGEMENT AND STRATEGIC MEASUREMENT

## Introduction

High-performing organizations rely on robust performance management systems that translate strategy into measurable results. Without effective performance measurement frameworks, institutions struggle to track progress, assess impact, and hold teams accountable for delivering strategic outcomes. This advanced programme provides executives and senior managers with practical tools to design and implement integrated performance management systems that align individual, departmental, and organizational performance with strategic objectives. Participants will explore global best practices in performance measurement, key performance indicators (KPIs), balanced scorecards, and results-based management frameworks. The course also examines how data-driven decision making and performance analytics can support improved governance, accountability, and organizational effectiveness. By the end of the programme, participants will be able to establish performance systems that support continuous improvement, transparency, and evidence-based management.

## Course Objectives

- Design integrated organizational performance management systems.
- Develop meaningful Key Performance Indicators (KPIs).
- Implement Balanced Scorecard frameworks.
- Align individual, departmental, and organizational performance with institutional strategy.
- Apply performance analytics to improve decision-making and accountability.
- Strengthen organizational productivity, innovation, and service delivery.
- Build a culture of continuous performance improvement.
- Monitor and evaluate organizational performance using global best practices.

## Course Modules

**> Module 1: Foundations of Organizational Performance Management**
- Evolution of performance management
- Principles and concepts of organizational performance
- Linking strategy to organizational results
- International performance management best practices

**> Module 2: Strategic Planning and Performance Alignment**
- Strategy execution frameworks
- Cascading strategic objectives
- Aligning departmental and individual performance
- Creating strategic performance cultures

**> Module 3: Designing Performance Management Systems**
- Components of integrated performance systems
- Developing performance standards
- Performance governance structures
- Performance management policies and procedures

**> Module 4: Developing Key Performance Indicators (KPIs)**
- Characteristics of effective KPIs
- SMART performance indicators
- Leading and lagging indicators
- Selecting meaningful organizational metrics
- KPI validation and review

**> Module 5: Balanced Scorecard and Strategy Mapping**
- Balanced Scorecard methodology
- Four Balanced Scorecard perspectives
- Developing strategy maps
- Translating strategy into measurable objectives
- Integrating scorecards into organizational management

**> Module 6: Results-Based Management (RBM) and Performance Measurement**
- Results-Based Management frameworks

- Logic models and results chains
- Outcome and impact measurement
- Performance measurement methodologies
- Institutional performance reviews

**> Module 7: Performance Reporting, Dashboards and Analytics**
- Executive performance dashboards
- Performance reporting techniques
- Data visualization
- Performance analytics
- Evidence-based decision-making

**> Module 8: Employee Performance and Accountability Systems**
- Individual performance appraisal systems
- Performance contracts
- Coaching and performance feedback
- Managing underperformance
- Recognition and reward systems

**> Module 9: Continuous Performance Improvement and Organizational Excellence**
- Performance improvement methodologies
- Benchmarking and best practices
- Continuous improvement models
- Quality management integration
- Building high-performance organizations

**> Module 10: Digital Performance Management and Future Trends**
- Digital performance management platforms
- Artificial Intelligence in performance management
- Predictive performance analytics
- Automation and business intelligence
- Emerging global trends in strategic performance measurement



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