Effective Performance Management Systems

5 Days

Impact of Emotional Intelligence, Change and Talent Management and Succession Planning

► **Training Details**

Training Course Overview

Why 80% of organisations fails to execute their strategies?

This Anderson training course provides an effective way of understanding some of the most important barriers to successful execution of organizational strategies. One of the main reasons is lack of understanding of Employees Behaviors and their resistance to change. This training course will provide an opportunity for all Human Resources Professionals and Leaders to learn how to implement effective Performance Management Systems in their organizations and its impact on employees in terms of the development of its Human Capital, which is the foundation for success and good performance. This requires an understanding of the human behavior of the employees in the organization by tackling the Emotional Intelligence concept. The Human Capital is the Intangible Asset of any organization and it is absolutely vital to be effectively managed. Organizational investment in people requires a focus on Developing, Retaining, Motivating and Implementing a Career Path System through Succession Planning.

This highly interactive and intensive training course will introduce delegates to a very powerful Modules and Tools that focus on those four important pillars of Human Resources Management.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Understanding Performance Management
- Know the impact of Change Management and Emotional Intelligence on Performance Management
- Know how does Change Management impact the Human Capital of the organization
- Know why Leadership and Culture of the organization is the important factor in driving change
- Know why investment in the Development of the Human Capital of the organization is vital for success
- Know how Change Management encourages the organization to implement other motivational systems within the organization namely Career Development and Succession Planning
- Know how four specific barriers impact the Strategic Performance of the organization using the Balanced Scorecard as a Strategic Tool in measuring Performance

Designed For

This Anderson training course is designed for a wide range of professionals but will greatly benefit:

- HR Managers
- All personnel involved in developing and implementing Performance Measures
- Advisors, planners, and others developing Scorecards and Dashboards
- Functional, Line and Operational Managers
- Process Improvement/Quality managers

▶ Training Details

Day One: Understanding the meaning of Emotional Intelligence and Change Management

- What is Change Management and Emotional Intelligence and how they impact Organizational Performance
- The need for Change Management
- Where do you start with Change Management
- Orientation of Change Management – Past and Today
- Anticipated reactions to Change Management
- What are typically the things which are required to change

Day Two: Implementing Change Management – Part 1

- Leadership and Culture in Change Management
- How do you obtain organizational buy-in
- What is the ADKAR Model
- Implementing the change
- How do you sustain the change
- What is the impact of Appreciative Inquiry on Change Management

Day Three: Implementing Change Management – Part 2 and Talent Management

- Organizational Alignment around the Change
- Maintaining Excellence while Change is taking place
- What is Talent Management and its impact on Change Management
- Discussion around Retention Strategy
- What are the best practices of an effective Talent Management
- Discussion around effective Implementation of Appraisal Systems

Day Four: Implementing Career Development, Career Ladder and Succession Planning – Part 1

- What is Career Development Plan
- What are the best practices in developing a Career Development Plan
- What is a Career Ladder and the process used in implanting it
- Examples of Functional Career Ladders
- How assessment of employees is conducted and by who during Career Ladder implementation
- How Personal Development Plans are Developed after the implementation of the Career Ladder

Day Five: Implementing Career Development, Career Ladder and Succession Planning – Part 2 and Balanced Scorecard

- Introduction to Succession Planning
- Effective Assessment Tools used to identify potential successors
- Introduction to the Performance Management Tool namely the Balanced Scorecard
- Linking Change Management and Human Capital to the Balanced Scorecard
- Developing Key Performance Indicators for Change Management and Human Capital Development
- Developing a Balanced Scorecard and the scoring mechanism
- Review and Wrap Up

▶ Accreditation

This program has been approved by HR Certification Institute for general re-certification credit hours of HR Professionals.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

▶ The Certificate

- ► Anderson Certificate of Completion will be provided to delegates who attend and complete the course
- ► The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours Awarded will be reflected on the Certificate of Completion

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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