



HUMAN RESOURCES AND TRAINING

Job Proficiency and Performance

Course code: HRT-063

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Organizations achieve better results when employees have the right skills, clear expectations, and continuous support to perform at their best. Job proficiency and performance management help improve productivity, strengthen accountability, and develop employee capability. This course provides participants with practical tools to manage performance, build competence, coach employees, and create a culture of continuous improvement.

Why Attend

This course uses an interactive and practical approach through presentations, case studies, role plays, group discussions, coaching exercises, practical templates, and real workplace examples.

Who Should Attend

HR Professionals
Managers and Supervisors
Team Leaders
Learning and Development Staff
Performance Management Officers
Department Heads
Anyone responsible for employee performance

— Learning Objectives

- Understand modern performance management principles
- Define performance standards and job proficiency requirements
- Apply adult learning concepts to workplace development
- Design effective training and capability-building plans
- Conduct professional appraisals and performance reviews
- Use coaching and feedback to improve results
- Manage underperformance constructively
- Build high-performance workplace cultures

— Course Outline

DAY 1

Foundations of Performance Management

- Definition and purpose of performance management
- Four core stages: planning, monitoring, development, and reward
- Factors that support successful performance systems
- Setting behavioural and performance standards
- Defining what good performance looks like
- Introduction to competency frameworks and KSAB models

DAY 2

Adult Learning and Capability Development

- Adult learning principles and learning preferences
- Conscious Competence Model and learning stages
- Unconscious incompetence to unconscious competence journey
- Linear learning versus loop learning approaches
- Coaching and feedback for workplace learning
- Johari Window for self-awareness and growth
- Training cycle: needs analysis, design, delivery, and evaluation

DAY 3

Training and Skill Mastery

- Importance of continuous improvement for proficiency
- Difference between training and long-term development
- Designing learning programs that change behaviour
- Effective knowledge transfer methods
- Pre-training and post-training evaluations
- Measuring training impact and return on investment

DAY 4

Managing and Appraising Performance at Work

- Purpose and structure of performance appraisal systems
- Conducting meaningful annual performance reviews
- Collecting behavioural and performance evidence
- Setting quantitative and qualitative SMART objectives
- Performance measurement and monitoring techniques
- Managing poor performance and disciplinary considerations

DAY

5

Improving Job Performance

- Structured conversations to address performance gaps
- Ask versus Tell coaching approaches
- Designing effective coaching sessions
- Delivering motivational and developmental feedback
- Recognising and rewarding strong performance
- Identifying and correcting underperformance
- Final action planning for sustained improvement

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Frankfurt - Germany	€1,625
12 - 16 October 2026	London - United Kingdom	€1,925
9 - 13 November 2026	Munich - Germany	€2,125
16 - 20 November 2026	Amsterdam - Netherlands	€2,100
7 - 11 December 2026	London - United Kingdom	€2,125
14 - 18 December 2026	Istanbul - Türkiye	€1,925
21 - 25 December 2026	Kuala Lumpur - Malaysia	€1,400
4 - 8 January 2027	Frankfurt - Germany	€1,625

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.