


# aractech

Global Learning for Operational Leaders



Career

HUMAN RESOURCES AND TRAINING | HRT-063

## Job Proficiency and Performance

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# Course content

## Why Attend

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.

## Course Methodology

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

## Course 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

## Target Audience

- HR Professionals
- Managers and Supervisors
- Team Leaders
- Learning and Development Staff

# Course outline

## Detailed course outline

Day-by-day outline for Job Proficiency and Performance.

### 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

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### 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

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### 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

# Seminar dates

## Available seminar dates

Live dates and pricing for Job Proficiency and Performance generated from the course details page.

Date	Location	Format	Fee
1 - 5 June 2026	Frankfurt	Classroom	€2,695
8 - 12 June 2026	Istanbul	Classroom	€2,695
15 - 19 June 2026	London	Classroom	€2,695
6 - 10 July 2026	Amsterdam	Classroom	€2,975
20 - 24 July 2026	London	Classroom	€2,695
3 - 7 August 2026	Barcelona	Classroom	€2,975
10 - 14 August 2026	London	Classroom	€2,695

**Live online option**

Online delivery is available at €1,250.