



## **COURSE OVERVIEW TM0032** **Executive Leadership: Delivering Results Through Strategic Performance Management**

### **Course Title**

Executive Leadership: Delivering Results Through Strategic Performance Management

### **Course Date/Venue**

Please see page 3

### **Course Reference**

TM0032

### **Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



### **Course Description**



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***

This course is designed to provide participants with a detailed and up-to-date overview of Executive Leadership Delivering Results Through Strategic Performance Management. It covers the strategic performance management and its importance in achieving organizational goals and key principles and components of effective performance management; the role of leadership in driving performance management and setting goals and objectives; the SMART goals and objectives that align with organizational strategy and goals and objectives effectively to employees; the employee buy-in and commitment to achieving goals and objectives performance measurement and metrics; the key performance indicators (KPIs) that are relevant to organizational goals and objectives and the KPIs to assess performance and progress.



Further, this course will discuss the performance data to identify areas for improvement and opportunity, performance feedback and coaching, ongoing feedback and coaching to employees to improve performance; the performance gaps and challenges and strategies for recognizing and rewarding high performance; the performance improvement plans and performance improvement plans to address underperformance; the performance improvement discussions with employees and metrics for monitoring progress and success; and the talent development and succession planning, key competencies and skills required for success in leadership roles and talent development and succession planning strategies.





During this interactive course, participants will learn the potential successors and developing career plans for high-potential employees, building high-performing teams and the stages of team development and strategies for building high-performing teams; the team dynamics and conflicts, effective communication and collaboration strategies change management and organizational transformation; the impact of change on performance management and organizational strategy and implement change management strategies to drive performance and achieve results; the resistance to change, leading with emotional intelligence, the importance of emotional intelligence in leadership and self-awareness, self-regulation, motivation, empathy, and social skills; the self-awareness, self-regulation, motivation, empathy, and social skills and emotional intelligence to performance management and achieving results; the continuous improvement and innovation and a culture of continuous improvement and innovation; and the opportunities for innovation and creativity in performance management and leveraging technology and data analytics to drive performance and achieve results

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain an in-depth knowledge on executive leadership: delivering results through strategic performance management
- Define strategic performance management and its importance in achieving organizational goals and discuss key principles and components of effective performance management
- Recognize the role of leadership in driving performance management and setting goals and objectives
- Develop SMART goals and objectives that align with organizational strategy and communicate goals and objectives effectively to employees
- Ensure employee buy-in and commitment to achieving goals and objectives as well as performance measurement and metrics
- Identify key performance indicators (KPIs) that are relevant to organizational goals and objectives and measure and track KPIs to assess performance and progress
- Analyze performance data to identify areas for improvement and opportunity, performance feedback and coaching as well as provide ongoing feedback and coaching to employees to improve performance
- Identify and address performance gaps and challenges and develop strategies for recognizing and rewarding high performance
- Carryout performance improvement plans and develop performance improvement plans to address underperformance
- Conduct effective performance improvement discussions with employees and establish metrics for monitoring progress and success
- Apply talent development and succession planning, key competencies and skills required for success in leadership roles and implement talent development and succession planning strategies
- Assess potential successors and developing career plans for high-potential employees, building high-performing teams and discuss the stages of team development and strategies for building high-performing teams
- Identify and address team dynamics and conflicts, effective communication and collaboration strategies as well as identify change management and organizational transformation



- Determine the impact of change on performance management and organizational strategy and develop and implement change management strategies to drive performance and achieve results
- Identify resistance to change, leading with emotional intelligence, the importance of emotional intelligence in leadership and develop self-awareness, self-regulation, motivation, empathy, and social skills
- Develop self-awareness, self-regulation, motivation, empathy, and social skills and apply emotional intelligence to performance management and achieving results
- Discuss continuous improvement and innovation and develop a culture of continuous improvement and innovation
- Identify opportunities for innovation and creativity in performance management and leveraging technology and data analytics to drive performance and achieve results

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

### Who Should Attend

This course provides an overview of all significant aspects and considerations of executive leadership, delivering results through strategic performance management for all executives, senior executives, heads of departments, business units, business owners and entrepreneurs, senior government officials and those who are responsible for driving organizational performance, setting strategic direction, and achieving business goals and objectives.

### Course Date/Venue

Session(s)	Date	Venue
1	August 11-15, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
2	October 13-17, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	December 07-11, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	March 30-April 03, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.






### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

### Certificate Accreditations

Haward's Certificates are accredited by the following international accreditation organizations:

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Jerome Topley**, PgDip (on-going), MBA, BCom, NVQ6, is a **Senior Human Resource & Management Consultant** with over **30 years** of extensive experience. His expertise lies extensively in the areas of **Human Resource Development, Human Resource Management, Human Resource Scorecard Management, Employee Development, Leadership Development, Talent Acquisition, Managing Change in Talent Strategies, Talent Management, Learning & Development Expertise, Workforce Planning, Competency-Based Performance Management, Technological Integration, Data-Driven Decision-Making, Skills Gap Analysis, Psychometric Testing, Career Development & Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Career Laddering, Leadership Skills, Communication & Interpersonal Skills, Performance & Creativity Skills, Listening Skills, Negotiation Skills, Persuasion & Assertiveness Skills, Time & Stress Management, Influencing Techniques, Conflict Management, Business Writing Skills, Writing Business Correspondence & Document Control, Writing Memos & Business Letters, Business & Technical Report Writing, Communication Skills, Business Communication Etiquette, Interpersonal Skills, Presentation Skills, Organizational & Leadership Skills, Coaching & Mentoring, Self & Personal Development, Creative Problem Solving, Performance Management, Conflict Management, Risk Management, Resource Management, Emotional Intelligence, Customer Service, Persuasion Techniques, Supervisory Skills, Public Relations & Corporate Communication, Strategic Planning & Creative Thinking and Performance Assessment & Appraisal. Further, he is also well-versed in Broadcasting, News & Sport Reporting, Presentation Skills, Communication Skills, Problem Solving & Decision Making, Pharmaceutical Environment, Ophthalmology, Surgical Instruments & Endocrinology, Agricultural Productivity, Plants Farming, Cultivation & Harvesting and Agricultural Mechanics.**

During Mr. Topley's career life, he had occupied several significant positions and dedication as the **Executive Director, Chief of Staff, General Manager, HR Manager, Producer/Presenter, Public Broadcaster Talk Show Host, Stand-in Presenter, Radio Presenter, News Reader, Medical Technician and Detailing Medical Representative in Ophthalmology, Surgical Instrument and Endocrinology** from various companies and institution such as Wyeth, Topley Consulting, SABC Afrikaans Radio, Ministry of Agriculture, Agri Mega Group and Western Cape Education Department.

Mr. Topley has a **Bachelor's degree of Commerce (BCom)** with Honours, a **National NVQ Level-6 Diploma in Education & Linguistics**, a **Master Certificate in Business Administration** and currently enrolled in **Post-Graduate Diploma (PgDip) in Business Management**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, a **Qualified Medical Technician in Chemical Pathology**, a **Registered Medical Technology Student** and holds a **Professional Development Certificate in Outcomes-Based Assessment Techniques**. Moreover, he was awarded as the Outstanding Contribution to the Educational Sector by the Federation of Governing Bodies of South African School (FEDSAS), the Best Consumer Journalist of the Year by the National Credit Information Ombudsman and the Radio Talk-Show Host (Current Affairs) by the South Africa's Public Broadcaster. He has further delivered innumerable trainings, courses, workshops and seminars globally.



### Course Fee

London/Madrid/Athens	<b>US\$ 8,800</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	<b>US\$ 5,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Strategic Performance Management</b> <i>Strategic Performance Management &amp; Its Importance in Achieving Organizational • Key Principles &amp; Components of Effective Performance Management • The Role of Leadership in Driving Performance Management</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<b>Setting Goals &amp; Objectives</b> <i>SMART Goals &amp; Objectives that Align with Organizational Strategy</i>
1030 – 1230	<b>Setting Goals &amp; Objectives (cont'd)</b> <i>Goals &amp; Objectives Effectively to Employees</i>
1230 – 1245	<i>Break</i>
1245 – 1420	<b>Setting Goals &amp; Objectives (cont'd)</b> <i>Employee Buy-In &amp; Commitment to Achieving Goals &amp; Objectives</i>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

#### **Day 2**

0730 – 0930	<b>Performance Measurement &amp; Metrics</b> <i>Key Performance Indicators (KPIs) That are Relevant to Organizational Goals &amp; Objectives</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<b>Performance Measurement &amp; Metrics (cont'd)</b> <i>Measuring &amp; Tracking KPIs to Assess Performance &amp; Progress • Performance Data to Identify Areas for Improvement &amp; Opportunity</i>
1100 – 1230	<b>Performance Feedback &amp; Coaching</b> <i>Ongoing Feedback &amp; Coaching to Employees to Improve Performance • Identifying &amp; Addressing Performance Gaps &amp; Challenges</i>
1230 – 1245	<i>Break</i>
1245 – 1420	<b>Performance Feedback &amp; Coaching (cont'd)</b> <i>Strategies for Recognizing &amp; Rewarding High Performance</i>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>



### Day 3

0730 – 0930	<b>Performance Improvement Plans</b> <i>Developing Performance Improvement Plans to Address Underperformance • Conducting Effective Performance Improvement Discussions with Employees</i>
0930 – 0945	Break
0945 – 1100	<b>Performance Improvement Plans (cont'd)</b> <i>Establishing Metrics for Monitoring Progress &amp; Success</i>
1100 – 1230	<b>Talent Development &amp; Succession Planning</b> <i>Identifying Key Competencies &amp; Skills Required for Success in Leadership Roles • Developing &amp; Implementing Talent Development &amp; Succession Planning Strategies</i>
1230 – 1245	Break
1245 – 1420	<b>Talent Development &amp; Succession Planning (cont'd)</b> <i>Assessing Potential Successors &amp; Developing Career Plans for High-Potential Employees</i>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three

### Day 4

0730 – 0930	<b>Building High-Performing Teams</b> <i>Understanding the Stages of Team Development &amp; Strategies for Building High-Performing Teams • Identifying &amp; Addressing Team Dynamics &amp; Conflicts</i>
0930 – 0945	Break
0945 – 1100	<b>Building High-Performing Teams (cont'd)</b> <i>Developing Effective Communication &amp; Collaboration Strategies</i>
1100 – 1230	<b>Change Management &amp; Organizational Transformation</b> <i>Understanding the Impact of Change on Performance Management &amp; Organizational Strategy</i>
1230 – 1245	Break
1245 – 1420	<b>Change Management &amp; Organizational Transformation (cont'd)</b> <i>Developing &amp; Implementing Change Management Strategies to Drive Performance &amp; Achieve Results • Identifying &amp; Addressing Resistance to Change</i>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Four

### Day 5

0730 – 0930	<b>Leading with Emotional Intelligence</b> <i>Understanding the Importance of Emotional Intelligence in Leadership • Developing Self-Awareness, Self-Regulation, Motivation, Empathy, &amp; Social Skills</i>
0930 – 0945	Break
0945 – 1100	<b>Leading with Emotional Intelligence (cont'd)</b> <i>Applying Emotional Intelligence to Performance Management &amp; Achieving Results</i>
1100 – 1230	<b>Continuous Improvement &amp; Innovation</b> <i>Developing a Culture of Continuous Improvement &amp; Innovation • Identifying Opportunities for Innovation &amp; Creativity in Performance Management</i>





1230 – 1245	Break
1245 – 1345	<b>Continuous Improvement &amp; Innovation (cont'd)</b> <i>Leveraging Technology &amp; Data Analytics to Drive Performance &amp; Achieve Results</i>
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

### **Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



### **Course Coordinator**

Mari Nakintu, Tel: +971 2 30 91 714, Email: [mari1@haward.org](mailto:mari1@haward.org)