



## 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	July 07-11, 2025	Boardroom, NH Hotel Plaza de Armas, Seville, Spain
2	September 22-26, 2025	Blue Sea Meeting Room, 4th floor, Blue Sea Hotel, Alimos Marina, Athens, Greece
3	November 17-21, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK

**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.

**Accommodation**

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





**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.

**Course Fee**

**US\$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.





### 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. Douglas Robinson**, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor** of **Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level** in **Quality Management, Quality Control Systems and Standards, Legal Compliance and Corporate Governance Responsibilities, Corporate Valuation & Capital Restructuring, Managing Production Operations, Strategic Planning, Human Resources Management (HRM), Leadership & Change Management, Presentation Skills, Negotiation Skills, Interpersonal Skills, Communication Skills, Adaptability & Flexibility, Learning & Self Development, Industrial Relationships, Driving Performance, Performance Measurement, Performance Goal Implementation, Time Management Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, Problem Solving & Decision Making, ISO 9001 Lead Auditor, Commercial Negotiation & Legal Aspects, Logistics & Supply Chain Management, Quality Management, Project Financial Planning, Financial Management, Materials Inventory Management, Budgeting & Cost Control, Project Accounting, Project Management, Contract Management, Operations Management, Procurement Management, Entrepreneurship and International Business.**

Mr. Robinson has over **30 years** of international experience in **Contract Management, Quality Management, ISO Standards, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization.** Further, he is a **Registered Assessor** of **Quality Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing.**

As a leader in the **Quality, Procurement and Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager, Quality Manager, Procurement Manager, Logistics Manager, Logistics Superintendent, Project Manager, Purchasing Supervisor, SAP Facilitator,** etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in **Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, Contract management, Project Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and Quality Management Systems.**

Mr. Robinson has a **Master** degree in **Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management and Administration** and **Diplomas** in **Medical Technology, Marketing Management, Business Management and Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.



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

**Day 2**

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

**Day 3**

0730 – 0930	<b>Performance Improvement Plans</b> Developing Performance Improvement Plans to Address Underperformance • Conducting Effective Performance Improvement Discussions with Employees
0930 – 0945	Break
0945 – 1100	<b>Performance Improvement Plans (cont'd)</b> Establishing Metrics for Monitoring Progress & Success



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	Presentation of Course Certificates
1430	Lunch & End of Course



**Practical Sessions**

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



**Course Coordinator**

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