

Duration: 3 hours

Course level: Introductory to intermediate

Delivery method: Online

Introduction

The most successful businesses have clear goals and a strategy in place to achieve them. They then ensure that individual teams in the organisation know what their contribution is and how they'll be measured against them.

Performance Indicators introduces the concept of performance management and explains how performance can be measured. The techniques and information outlined in the course will enhance existing management skills, leading to more focused targets and improved performance through employee engagement.

Who is the course for?

Performance Indicators is for people who are likely to become line managers. It is also suitable for those who are already in post, but have had little or no formal training and limited work experience.

There are no formal entry requirements and the easy to follow, step-by-step format of this course means participants can work at their own pace, making it ideal for anyone new to the subject.

What will you get from this course?

When you have completed this course, you will be able to:

- understand how to measure performance and why it's important to do so
- understand the different ways in which key stakeholders of your organisation may seek to measure performance
- describe how to set up and use a system to manage performance in your workplace, and how it can be enhanced.

Course features

Performance Indicators gives you a theoretical introduction to implementing measures and targets.

The course uses a simple case study, and basic exercises such as multiple choice and true or false questions. After each exercise you'll be given feedback on how you've done.

An audio soundtrack delivers most of the content, with simple graphics and on-screen text summarising the key points.

You can print a transcript of each screen's audio component for future reference. The course also includes a glossary of business terms, an alphabetical list of business "thought leaders", and a resources section featuring links to useful online business resources.

Performance Indicators is available for six months from the date first accessed.

Other courses you might be interested in

Cost-Benefit Analysis
Time Management
Leadership

Course code: 100594BT041

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