

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve Performance

Course Name: The
Roadmap to Results
– KPIs and OKRs:
*How to measure and
manage performance*



COURSE DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng


192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

1st floor, TBE, 3 Bridgeway,
Bridgeway Precinct,
Century City,
7411

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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COURSE OVERVIEW

Participants will learn how to effectively measure and manage performance using Key Performance Indicators (KPIs) and Objectives and Key Results (OKRs).

This workshop will empower them to align goals, track progress, and drive success in their organisations.

COURSE OBJECTIVES

By the end of this course, you will be able to:

1. Understand the fundamentals and differences between KPIs and OKRs.
2. Develop and implement effective KPIs and OKRs within their teams and organisations.
3. Align KPIs and OKRs with strategic objectives and goals.
4. Use KPIs and OKRs to track performance and make data-driven decisions.
5. Identify common pitfalls and best practices in the use of KPIs and OKRs.
6. Foster a culture of continuous improvement & accountability through performance measurement.

COURSE OUTLINE

Module 1: Introduction to KPIs and OKRs

- Overview of Performance Management
 - Definition and importance
 - Historical context
- Understanding KPIs
 - Definition and types
 - Characteristics of effective KPIs
 - Examples of KPIs across industries
- Understanding OKRs
 - Definition and framework
 - Differences and similarities between KPIs and OKRs
 - Examples of OKRs across industries

Module 2: Developing Effective KPIs

- Setting the right KPIs
 - Identify key business objectives
 - Criteria for selecting KPIs
 - Aligning KPIs with strategic goals
- Designing Measurable KPIs
 - SMART criteria for KPIs
 - Balancing leading and lagging indicators
 - Common pitfalls and how to avoid them
- Implementing KPIs
 - Data collection and management
 - Tools and software for KPI tracking
 - Communicating KPIs to the tea

Module 3: Craft and Implement OKRs

- Set objectives
 - Characteristics of effective objectives
 - Align objectives with company vision and strategy
- Define Key Results
 - Criteria for measurable key results
 - Balance ambitious and achievable targets
 - Examples and case studies
- OKR Implementation
 - Rolling out OKRs in the organisation
 - Monitor progress and make adjustments

Module 4: Performance Review and Analysis

- Conduct performance reviews
 - Analyse data and derive results
 - Adjust KPIs and OKRs based on performance
- Data-driven Decision Making
 - Use performance data to drive strategy
 - Case studies and best practice
- Continuous Improvement
 - Foster a culture of accountability
 - Encourage feedback and iterative improvement
 - Celebrate successes and learn from failure

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client