

BEHAVIOURAL EXCELLENCE SERIES

# KPI Implementation Workshop

## Training Description

This workshop teaches leaders to design, implement, and sustain effective Key Performance Indicators (KPIs). Using the OKR model and Competing Values Framework, you will learn to translate strategy into measurable outcomes that balance innovation with control and people with performance. Through hands-on exercises and case studies, master creating balanced KPIs, cascading them from corporate to individual levels, and building review systems. Leave equipped to manage KPIs that drive organizational success.

**Training Duration 2 Days**

## Who Should Attend?

▶ Top Management and General Managers

▶ Department Heads and Functional Managers

▶ HR and Organizational Development Professionals

▶ Project and Operations Managers

▶ Team Leaders and Supervisors

▶ Anyone responsible for driving organizational performance and translating strategy into measurable outcomes



## Workshop Learning Objectives

By the end of this training, participants will be able to:

- 01 Understand the principles of OKR (Objectives and Key Results) and how to align them with organizational vision.
- 02 Apply the Competing Values Framework to balance performance between flexibility and control.
- 03 Design and craft SMART KPIs that are clear, measurable, and outcome-driven.
- 04 Translate strategic goals into actionable and trackable KPIs at all organizational levels.
- 05 Develop balanced scorecards that integrate financial and non-financial indicators.
- 06 Implement effective KPI tracking and monitoring systems.
- 07 Facilitate performance conversations using KPI-based coaching.
- 08 Integrate continuous feedback and review mechanisms for ongoing improvement.
- 09 Manage change, resistance, and engagement during KPI implementation.
- 10 Create a practical KPI action plan for their department or organization.