

Using Positive Psychology & Organizational Practices for Sustainable High Performance

Performance Management System for Positive Results

Training Description

This comprehensive two-day program is designed to help organizations develop and implement a Performance Management System (PMS) that delivers meaningful, measurable, and sustainable results. Participants will explore the full PMS cycle—performance planning, continuous feedback, coaching, mid-year and year-end reviews—and learn how to drive accountability, engagement, and excellence across teams.

Grounded in Positive Psychology and Positive Organizational Scholarship (POS), this program goes beyond the mechanics of goal-setting and appraisals to build a positive, strengths-focused performance culture. Through practical activities, case studies, role-play, and action planning, participants will gain tools to improve individual and team performance while fostering trust, motivation, and well-being.

Training Duration 2 Days

Who Should Attend?

▶ Business Owners and Senior Executives

▶ HR Professionals and Business Partners

▶ Organizational Development practitioners

▶ Managers or Supervisors,

▶ Team Leaders

▶ Anyone seeking to enhance performance systems and culture



Workshop Learning Objectives

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

01 Understand the full PMS cycle: planning, monitoring, coaching, and review.

02 Set SMART goals and define meaningful KPIs aligned with business strategy and team capabilities.

03 Apply Positive Psychology to enhance motivation, strengths use, and team well-being.

04 Use feedback and coaching techniques to drive performance and accountability.

05 Conduct meaningful mid-year and year-end reviews that inspire growth.

06 Align performance practices with organizational values using Positive Organizational tools.

07 Foster a results-driven, psychologically safe culture through continuous development.

08 Create an implementation plan for a performance management strategy in their own workplace.

09 Strengthen communication and trust during performance conversations to enhance employee-manager relationships.

10 Cultivate resilience and agility in individuals and teams using positive reframing techniques during performance challenges.

11 Integrate well-being indicators into performance metrics to support sustainable high performance.

12 Leverage team strengths to drive collaborative goal achievement and peer accountability.

13 Utilize evidence-based tools from Positive Psychology and POS to diagnose and transform low-performing teams.

Training Outline

DAY 1: Planning, Monitoring & Positive Performance Culture

<p>Registration and Welcome</p>	<p>9:00 AM – 9:15 AM:</p> <ul style="list-style-type: none"> a. Participant registration b. Workshop overview and learning contract
<p>Module 1: Introduction to the Performance Management System (PMS)</p>	<p>9:15 AM – 10:00 AM:</p> <ul style="list-style-type: none"> a. The purpose and value of PMS in modern organizations b. Components of a successful PMS cycle c. POS Perspective: Creating meaning, purpose, and connection through performance
<p>Module 2: Performance Planning & SMART Goal Setting</p>	<p>10:00 AM – 10:45 AM:</p> <ul style="list-style-type: none"> a. Developing SMART goals and role-specific KPIs b. Aligning individual goals with team and organizational objectives c. Positive Psychology Focus: Hope theory and motivation in goal pursuit d. Exercise: Write SMART goals and KPIs
	<p>10:45 AM – 11:00 AM:</p> <p>Coffee Break</p>
<p>Module 3: Building a Strengths-Based Performance Culture</p>	<p>11:00 AM – 12:00 PM:</p> <ul style="list-style-type: none"> a. Foundations of a high-trust, high-performance culture b. POS Elements: Psychological safety, strengths use, high-quality connections c. Group activity: Designing a team strengths map
<p>Module 4: Continuous Monitoring & Proactive Check-Ins</p>	<p>12:00 PM – 1:00 PM:</p> <ul style="list-style-type: none"> a. Monitoring tools: dashboards, check-ins, pulse surveys b. Best practices for performance check-ins c. POS Method: Using Appreciative Inquiry to frame ongoing feedback
	<p>1:00 PM – 2:00 PM:</p> <p>Lunch Break</p>
<p>Module 5: Mid-Year Performance Review Process</p>	<p>2:00 PM – 3:15 PM:</p> <ul style="list-style-type: none"> a. Mid-year review objectives: refocus, realign, re-energize b. Designing review conversations around learning and adjustment c. Role-play: Strengths-focused mid-year performance dialogue
	<p>3:15 PM – 3:30 PM:</p> <p>Tea Break</p>
<p>Module 6: Positive Feedback and Recognition Techniques</p>	<p>3:30 PM – 4:30 PM</p> <ul style="list-style-type: none"> a. The science of feedback: constructive vs. destructive b. Tool: Active Constructive Responding (ACR) c. Scenarios: Giving feedback using ACR and positive framing

Training Outline

Module 7:
**Coaching for
Development and
Results**

4:30 PM – 5:30 PM:

- a. Coaching vs. managing: mindset and skills
- b. Positive Coaching Techniques: Growth mindset, curiosity, appreciative questioning
- c. Practice session: Solution-focused coaching model

DAY 2 : Appraisals, Culture & Sustainable Performance

Module 8:
**Year-End Performance
Appraisal Process**

9:00 AM – 10:30 AM:

- a. Purpose of year-end evaluations: reflection, development, decisions
- b. Creating fairness, transparency, and trust in the appraisal process
- c. Best practices for preparing, delivering, and documenting reviews
- d. POS Insight: Elevating the performance conversation with meaning and appreciation

10:30 AM – 10:45AM

Coffee Break

Module 9:
**Handling Difficult
Conversations with
Empathy and Strength**

10:45 AM – 11:30 AM:

- a. Techniques to handle underperformance with confidence and compassion
- b. Positive Conflict Resolution: Strengths-focused and forward-looking framing
- c. Simulation: Managing tough review conversations

Module 10:
**Fostering Accountability
with Autonomy and
Ownership**

11:30 AM – 12.30 PM:

- a. Moving from control to commitment: empowering employees
- b. Positive accountability systems and motivation boosters
- c. Case study: Shifting from blame to responsibility in teams

12:30 PM – 1:30 PM:

Lunch Break

Module 11:
**Sustaining a Positive
Performance Culture**

1:30 PM – 2:30 PM:

- a. Rituals, routines, and habits that reinforce performance and positivity
- b. Toolbox: Recognition systems, strengths journals, gratitude circles
- c. Small group discussion: Building team practices that endure

Module 12 :
**Action Planning & PMS
Roadmap**

2.30 PM – 3.30 PM:

- a. Creating a customized PMS strategy for your organization
- b. Integration of tools and frameworks from the training
- c. Presentation and facilitator feedback

3:00 PM – 3:45 PM:

Tea Break

Training Outline

Module 13 :
Q&A, Reflections & Closing

3.45 PM – 5.00 PM:

- a. Reflections on key takeaways
- b. Questions and open floor dialogue
- c. Completion of feedback form
- d. Certificate distribution and closing

Training Methodology

1. Pre-Workshop Preparation

- Articles on SMART goals, coaching, and positive performance practices

2. Lectures and Concept Demos:

- Live demonstrations of goal-setting, feedback, coaching

3. Case Studies:

- Success and failure stories in PMS implementation

4. Interactive Exercises:

- SMART goal writing, strengths map, feedback role-plays

5. Workshops:

- Design your PMS strategy with real team data

6. Tools & Frameworks:

- Templates, coaching scripts, recognition systems

7. Workshop Planning Sessions

- Drafting actionable alignment strategies

8. Q&A and Feedback:

- Final session to reinforce learning and commitment
-

Training Gallery

