

**MSS SUCCESS SPACES**Units 2K-2L, 2nd Floor E.C. Valle Commercial Center M.L.
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PERFORMANCE MANAGEMENT TRAINING IN THE PHILIPPINES

A 1-Day Practical Training Program on Managing Employee Performance, Feedback, Coaching, and Accountability

TRAINING OVERVIEW

Performance management is one of the most important responsibilities of leaders, supervisors, managers, HR professionals, and team heads in any organization. It is not simply about conducting annual appraisals or rating employees at the end of the year. Effective performance management is an ongoing cycle of setting clear expectations, monitoring progress, giving feedback, coaching employees, addressing performance gaps, recognizing good performance, and aligning individual contributions with organizational goals.

This 1-day **Performance Management Training in the Philippines** is designed for companies that want to strengthen how their leaders and employees manage performance in a practical, fair, structured, and results-oriented way.

Many organizations experience performance-related challenges such as unclear expectations, inconsistent feedback, delayed correction of performance gaps, subjective evaluation, lack of accountability, low employee motivation, and weak follow-through after performance reviews. These issues can affect productivity, employee engagement, team morale, and business results.

This training program helps participants understand the complete **performance management cycle** and apply practical tools for managing employee performance more effectively. It is suitable for supervisors, team leaders, managers, HR practitioners, department heads, project leaders, and employees who are involved in goal setting, coaching, monitoring, evaluating, and improving workplace performance.

The program is generic and applicable across industries, including corporate offices, manufacturing, logistics, healthcare, retail, government, education, BPO, shared services, technology, professional services, and small to medium enterprises.

Using the MSS EnterTRAINment approach, this training combines practical discussions, workplace examples, performance management simulations, feedback exercises, coaching conversations, case analysis, and action planning. The goal is to help participants move from simply “rating performance” to truly **managing performance for improvement, accountability, and results**.

TRAINING GOAL

To equip participants with practical knowledge, tools, and techniques for managing employee performance through clear goal setting, continuous monitoring, constructive feedback, coaching, fair evaluation, and accountability-building conversations.



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TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Understand the purpose and importance of performance management in organizational success
2. Explain the key stages of the performance management cycle
3. Set clear, measurable, and aligned performance expectations
4. Monitor employee performance using objective indicators and workplace evidence
5. Give constructive feedback that improves performance and behavior
6. Conduct basic coaching conversations for performance improvement
7. Address performance gaps professionally and fairly
8. Recognize good performance and reinforce positive work behaviors
9. Apply practical tools for performance documentation, review, and follow-through
10. Create a personal action plan for improving performance management practices in the workplace

TRAINING OUTLINE

Time	Modules and Topics	Supporting Activities
8:00 – 10:00 AM	<p>MODULE 1: Understanding Performance Management and the Performance Management Cycle</p> <ul style="list-style-type: none"> • What is performance management? • Performance management versus performance appraisal • Why managing performance is a continuous leadership responsibility • Common performance management problems in organizations • The performance management cycle: planning, monitoring, reviewing, coaching, evaluating, and improving • Aligning individual performance with team, department, and company goals • Roles of leaders, managers, HR, and employees in managing performance • Building a performance culture based on clarity, fairness, accountability, and growth 	<p>Performance Management Reality Check Participants identify common performance management issues in the workplace and discuss their impact on productivity, morale, accountability, and results.</p> <p>Output: Current Performance Management Challenge List</p>
10:00 – 10:15 AM	Morning Break	

<p>10:15 AM – 12:00 NN</p>	<p>MODULE 2: Setting Clear Performance Expectations, Goals, and Measures</p> <ul style="list-style-type: none"> • The importance of clear expectations in managing performance • Translating business or departmental goals into individual performance expectations • Understanding key result areas, performance indicators, targets, standards, and behaviors • SMART performance goals and measurable work outputs • Defining quality, quantity, timeliness, cost, compliance, service, and behavioral expectations • Avoiding vague performance expectations • Communicating expectations clearly to employees • Creating alignment between employee responsibilities and performance standards 	<p>Goal and Expectation Setting Workshop Participants practice converting vague work expectations into clearer performance goals, indicators, and behavioral standards.</p> <p>Output: Sample Performance Goal and Expectation Statement</p>
<p>12:00 NN – 1:00 PM</p>	<p>Lunch Break</p>	
<p>1:00 – 3:00 PM</p>	<p>MODULE 3: Monitoring Performance, Giving Feedback, and Coaching for Improvement</p> <ul style="list-style-type: none"> • Why performance should be monitored before it is evaluated • Observing performance objectively and fairly • Distinguishing facts, assumptions, opinions, and interpretations • Documenting performance evidence and workplace observations • Giving timely, specific, and constructive feedback • Positive feedback versus corrective feedback • Coaching employees for performance improvement 	<p>Feedback and Coaching Conversation Practice Participants practice giving feedback and conducting short coaching conversations based on realistic workplace performance scenarios.</p> <p>Output: Feedback and Coaching Conversation Guide</p>

	<ul style="list-style-type: none"> • Asking coaching questions that promote ownership and self-correction • Supporting employees without removing accountability 	
3:00 – 3:15 PM	Afternoon Break	
3:15 – 5:00 PM	<p>MODULE 4: Managing Performance Gaps, Evaluation, and Accountability Conversations</p> <ul style="list-style-type: none"> • Identifying performance gaps and possible causes • Skill gaps, will gaps, resource gaps, process gaps, and clarity gaps • Handling underperformance professionally and respectfully • Conducting performance review conversations • Managing defensiveness, excuses, and resistance during performance discussions • Recognizing good performance and reinforcing desired behaviors • Creating performance improvement actions and follow-through plans • Strengthening accountability after the performance conversation • Sustaining the performance management cycle beyond the training 	<p>Performance Management Case Clinic Participants analyze a performance gap scenario and prepare a structured response involving clarification, feedback, coaching, action planning, and follow-through.</p> <p>Final Output: Performance Management Action Plan</p>

TRAINING METHODS

- Interactive lecturette and facilitated discussion
- Workplace-based case analysis
- Performance management self-assessment
- Goal-setting and expectation-setting workshop
- Feedback and coaching conversation practice
- Performance gap analysis
- Role play and leadership simulation
- Group discussion and guided reflection
- Action planning and facilitated debriefing
- MSS EnterTRAINment-based learning activities

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KEY DESIGN STRENGTHS

- Covers the full performance management cycle in one practical program
- Goes beyond performance appraisal and rating forms
- Helps participants manage performance before, during, and after evaluation periods
- Applicable to different industries, departments, and employee levels
- Focuses on clarity, fairness, feedback, coaching, accountability, and improvement
- Provides practical tools for goal setting, monitoring, feedback, coaching, and performance conversations
- Helps leaders and employees shift from fault-finding to performance improvement
- Produces workplace-ready outputs that participants can immediately apply

WHO SHOULD ATTEND

This Performance Management Training Program is ideal for:

- Supervisors
- Team leaders
- Managers
- Department heads
- HR practitioners
- Project leaders
- Business unit heads
- Operations leaders
- New people managers
- Employees involved in goal setting, coaching, evaluation, and performance improvement

EXPECTED TRAINING OUTPUTS

At the end of the 1-day program, participants will produce:

1. **Current Performance Management Challenge List** – a summary of common performance management issues affecting the workplace
2. **Sample Performance Goal and Expectation Statement** – a practical output for setting clearer goals and standards
3. **Feedback and Coaching Conversation Guide** – a simple guide for giving feedback and supporting employee improvement
4. **Performance Gap Analysis** – a structured way of identifying possible causes of underperformance
5. **Performance Management Action Plan** – practical next steps for improving performance management practices at work

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WHY PERFORMANCE MANAGEMENT TRAINING MATTERS

A strong performance management system helps organizations create clarity, accountability, employee development, and better business results. When employees know what is expected, receive regular feedback, get proper coaching, and understand how their performance contributes to organizational success, they are more likely to stay focused, motivated, and productive.

This **Performance Management Training in the Philippines** is designed to help companies make performance conversations more meaningful, objective, and improvement-oriented. It supports leaders in managing performance not as a once-a-year requirement but as a continuous cycle of communication, coaching, monitoring, recognition, and accountability.

COMMON PERFORMANCE MANAGEMENT TOPICS COVERED

This program may cover and be customized around the following performance management topics:

- Performance management cycle
- Managing employee performance
- Goal setting and performance expectations
- Key result areas and performance indicators
- SMART goals
- Performance monitoring
- Feedback and coaching
- Performance review conversations
- Performance appraisal preparation
- Managing underperformance
- Accountability conversations
- Performance improvement planning
- Employee motivation and recognition
- Documentation and follow-through
- Building a performance culture

RECOMMENDED FOLLOW-THROUGH PROGRAMS

- Coaching and Mentoring Skills for Leaders
- Difficult Conversations and Conflict Management
- Leadership and People Management
- Supervisory Development Training
- Performance Coaching Training
- Key Performance Indicators and Scorecard Development
- Goal Setting and Execution Planning
- Employee Engagement and Motivation



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- Advanced Leadership and Management Training