



CYPRUS
INTERNATIONAL
INSTITUTE OF
MANAGEMENT

E-
LEARNING

Innovative Performance Management System for Professional Services

facilitated by: **Mr. Thomas Poutas**

1, 3 & 8 June 2020 +4 hours private company consultation

Time: 09:30 – 14:45 on the 1st and 3rd of June

09:30 – 13:45 on the 8th of June

Venue: **ONLINE**

Language of Instruction: English

Innovative Performance Management System for Professional Services

Programme Overview

Most professional service organizations do not have a performance management system in place that measures firm productivity across the production, delivery and promotion of services, and identify corrective actions that are required. As a result, professional service firms cannot identify and improve consistently limiting factors such as unproductive processes, communication break-downs, unmotivated and ill-prepared staff.

In order to improve productivity firms must develop an innovative approach to performance management, which helps companies operationalize their strategic priorities. This is not easy and hence innovation is required to deal with organizational constraints:

- Find effective ways to cascade the firm's strategic priorities
- Focus staff on managing efficiently the customer contact points
- Make management more productive by providing information and structure around the key operating areas; production, delivery and promotion.
- Procure data to a single database from where to calculate indicators and produce reports
- Given the complexity of these tasks and lack of experience to deal with such issues, training and guidance is needed. This is a very innovative approach to managing productivity as it aligns the whole organization around key productivity goals.

Designed for

Participants should be managers from all functions, as all managers are concerned with productivity improvements. All managers will contribute in identifying the firm productivity priorities and devising departmental KPIs.

Programme Focus

The objective of the two-day training would be to help participants learn,

- how to set productivity goals
- how to develop a performance management system that operationalizes productivity goals across production, delivery and promotion
- how to manage through a performance management system.

Key Outcomes

The specific learning outcomes organized by objective are shown below:

- Learn the process of developing such a system and the challenges involved
- Learn how to identify and measure Key Performance Indicators (KPIs) that can enhance productivity across key processes
- Learn how to identify critical success factors for the company
- Learn how to create linkage across the organization
- Learn how to automate data capturing and data presentation to enhance productivity
- Learn how to improve productivity of the business through a performance management system
- Learn how to focus staff on company priorities
- Learn how to build the right culture - around innovation, initiative and continuous improvement
- Learn how to link with the appraisal system and the budgeting process
- Think out of the box when dealing with organizational issues such as inhibiting staff behaviours and resource constraints

Benefits for your organization

The company specific part will help the company introduce improvements in productivity by identifying problematic areas and developing the goals and an innovative approach to manage performance.

- Possible areas of improvement are identified below:
- Improve the conceptual framework
- Refine strategic priorities
- Identify key performance indicators
- Create linkage
- Improve ability to measure performance
- Define KPI formulas and agree targets
- Integrating data and ensuring data quality
- Help manage the system most effectively
- Managing departmental performance
- Linking with the appraisal system

Note: This programme includes 14 hours in-class training and a half-day private company consultation.

Trainer



Mr. Thomas Poutas holds an MSc. in organizational Sociology and Economics. Thomas worked as Business Consultant, Trainer and Coach in Germany, CEEMEA and China for a number of years. He has also presented his work in executive seminars in various sectors. His most recent co-operations include multinational companies in Aircraft, Automotive, Telecommunications, IT, Retail etc.

Thomas has developed and delivered in-house and public workshops and training for more than 3,000 participants (Leaders, Executives and many employees from different cultures in CEEMEA); his training areas have included: Balance Scorecard, Change Management, Business Process Management, Sales Process Management, Tasks Management, Team Leadership, LEAN-SixSigma, Intercultural Communication, Personal Positioning and others. Furthermore, he has participated as interim project manager in many European funded projects. In Cyprus and Greece, he advised numerous SMEs and startups in Business Performance Management. He is associated Manager, Trainer and Coach in the Executive Education at the Cyprus International Institute of Management (CIIM), Trainer and Coach at the Cyprus Academy for Public Administration (CAPA) and Strategic Associate at the iLEADS Center for Research & Training on Strategic Leadership & Digital Transformation at University of Piraeus in Greece.

Participation fees and Registration

Gross Fee: €1530,00

HRDA Subsidy*: €1530,00

Net fee (after subsidy):** €0,00

*To be eligible to apply for the HRDA subsidy you need to meet the following criteria:

- You are working as employee on a full time basis under a company that is registered in the Registrar of Companies in Cyprus
- Both yourself and your company submit the relevant contributions to the Social Insurance and Industrial Training Scheme
- Your participation is invoiced to and paid by the company
- You meet the participant profile of the programme
- Your company submits the respective HRDA application to CIIM

****No VAT is charged** due to CIIM's non-profit status.

Fees include tuition, educational materials, lunch, coffee breaks and refreshments.

Special Discounts %

10% Discount	15% Discount
<p>- Early booking discount for registrations submitted 2 months prior to commencement of the programme.</p> <p>- For 2 registered employees attending from the same organisation.</p>	<p>- For CIIM students and Alumni after the subsidy or 25% discount on programmes which are not subsidized by the HRDA. Terms and Conditions apply.</p> <p>- For 3 or more registered employees attending from the same organisation.</p> <p>- For unemployed individuals on the fee before the subsidy and can remit their payment in instalments. Additionally, they will have the opportunity to liaise with CIIMs' Careers Consultant and register their details in the Executive Recruitment Database. Terms and Conditions apply.</p>

Contact Us

For more information on our open programmes or on our customised learning solutions, please contact: 77 77 24 46, Email: execadmin@ciim.ac.cy