

Performance Excellence, Process Improvement & Competency Development Training

29 November – 3 December 2026
Istanbul

AGILE LEADERS
Training Center

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Ref: 810_262331 **Date:** 29 November – 3 December 2026 **Location:** Istanbul **Fees:** 4500 Euro

Overview

Performance Excellence, Process Improvement & Competency Development Training is a one-week course for managers, team leaders, HR professionals, process owners, and employees who need a Behavioral Performance Improvement Plan. The course develops process orientation and striving for excellence by diagnosing behavioral performance gaps, clarifying accountability, aligning SMART goals and KPIs, and applying structured problem-solving and continuous process improvement. Participants connect competency development with observable workplace actions, stakeholder communication, procedural adaptation, and results-oriented ownership. Agile Leaders Training Center presents applied performance excellence practice.

Who Should Attend

The course is intended for:

- Teams responsible for translating organizational processes into clear stakeholder actions
- Functions responsible for competency frameworks, performance reviews, and development plans
- Leaders responsible for deadlines, quality, productivity, and work priorities
- Process owners responsible for recurring issues, procedural changes, and corrective action
- Employees responsible for measurable goals, ownership, initiative, and operational results

The course assumes participants already manage workplace tasks or performance expectations and leaves out software instruction and formal certification preparation.

Departments and Industries

The course supports departments and industries that need observable performance behaviors and dependable process execution.

- Human resources, learning, talent, and organizational development functions
- Operations, quality, service delivery, and process management departments
- Manufacturing, logistics, utilities, and technical service organizations
- Financial, professional, retail, and customer service organizations
- Public service, education, healthcare, and nonprofit institutions

Learning Objectives

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

- Apply behavioral indicators to diagnose competency and performance gaps.
- Build clear process communication and procedural change responses.
- Use accountability tools for individual and team commitments.
- Analyze recurring problems and select preventive actions.
- Build SMART goals and KPIs aligned with organizational objectives.
- Evaluate deadlines, quality, productivity, priorities, initiative, and results.

Course Agenda

The course agenda develops process orientation and striving for excellence through five applied stages.

Day 1: Behavioral Gaps and Process Orientation

- Ten-Indicator Behavioral Competency Rubric
- Current-State Process Mapping Method
- Stakeholder Process Communication Matrix
- Behavioral Performance Gap Analysis
- Individual and Team Accountability Baseline

Day 2: Procedure Adaptation and Accountable Execution

- Procedure Communication and Confirmation Checklist
- Procedural Change Impact Assessment
- Unexpected Situation Response Decision Tree
- RACI Accountability and Escalation Map
- Ownership and Commitment Conversation Framework

Day 3: Excellence Goals and Performance Measures

- Deadline-Quality-Productivity-Priority Balance Matrix
- Systematic Workplace Challenge Analysis
- SMART Goal Design and Validation
- Organizational Objective Alignment Cascade
- KPI Definition, Target, and Evidence Scorecard

Day 4: Recurrence Prevention and Continuous Improvement

- Recurring Problem Definition Sheet
- Five Whys Root-Cause Analysis
- Fishbone Cause-and-Effect Analysis
- PDCA Continuous Improvement Cycle
- Corrective Action and Recurrence Control Plan

Day 5: Integrated Competency Practice and Capstone

- Stakeholder Process Briefing Simulation
- Procedural Change and Exception Response Exercise
- SMART Goal and KPI Alignment Exercise
- Root-Cause and PDCA Prevention Exercise
- Capstone Behavioral Performance Improvement Plan

Practical Exercises

The course uses suggested activities to convert the ten behavioral indicators into workplace actions.

- Suggested activity: rate a workplace case against the ten-indicator rubric and identify priority behavioral gaps.
- Suggested activity: communicate a revised procedure, assign RACI ownership, and respond to an unexpected exception.
- Suggested activity: convert organizational priorities into SMART goals, KPIs, targets, and review evidence.
- Suggested activity: analyze a recurring performance problem and prepare a PDCA-based prevention plan.

FAQs

Who suits performance excellence and competency development training?

Managers, employees, process owners, and HR professionals who already handle workplace expectations suit the course; it assumes practical responsibility for tasks, people, processes, or results.

How does process orientation training differ from quality management training?

Process orientation training develops day-to-day behaviors for communication, adaptation, accountability, and issue resolution, while quality management training usually addresses broader systems, controls, and assurance methods.

How can behavioral performance gaps be closed at work?

Behavioral performance gaps can be closed by defining observable indicators, collecting evidence, agreeing target behaviors, practicing new responses, assigning accountability, and reviewing progress against clear measures.

How do SMART goals and KPIs support striving for excellence?

SMART goals and KPIs support excellence by translating organizational objectives into specific results, balanced priorities, measurable evidence, named ownership, and timely corrective decisions.

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Conclusion

Participants take back a Behavioral Performance Improvement Plan that connects the ten competency indicators with process actions, goals, KPIs, and accountability. The plan helps managers and employees close priority behavioral gaps while balancing deadlines, quality, productivity, and organizational priorities. It also provides a repeatable method for preventing recurring problems, demonstrating initiative, and sustaining results-oriented improvement.