Soft skills

Achieving Your Results: Performance Culture

One day to move from an obligation of means to a commitment to results. Participants link their objectives to those of the company, choose the indicators they track themselves, make commitments they can keep and report on gaps without justifying themselves. A performance culture is treated here as a demand for clarity and follow-up, not as extra pressure. Everyone works on their actual objectives for the year.

Duration : 1 day

Objectives

1. Explain what a performance culture involves and what sets it apart from a culture of pressure
2. Link your individual objectives to the results expected from your department and the company
3. Turn an objective into measurable results, actions and personal tracking indicators
4. Make realistic commitments, keep them, or raise the alarm in time when they are at risk
5. Report on your results and gaps factually, with a proposed action

Programme

Day 1 — morning

• Obligation of means, obligation of results: what changes in the way you work

• Performance culture and pressure culture: signs, effects on quality and on teams

• From strategy to the job: how a company objective cascades down to you

• Exercise: review your objectives for the year and link them to your department’s results

Day 1 — afternoon (workshop)

• Your personal dashboard: a few useful indicators, their source, how often to follow them

• Committing: a realistic promise, a deadline, conditions, early warning when a commitment is at risk

• Reporting a gap in three minutes: finding, causes, proposed correction

• Workshop: a 90-day results plan and a progress report presented to the group

Teaching methods

• Work on each participant’s real objectives: objective sheet, performance contract or annual review notes

• Cases from industry, logistics and distribution: service rate, lead times, scrap, collections

• Role plays of reporting to a manager, with feedback from the group

• Self-assessment of your habits in tracking and committing

• A 90-day results plan given to each participant

Assessment and documents

Knowledge test and a results report presented at the end of the day, post-training evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report given to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

Managers who set and follow their team's objectives will find the supervisor's point of view in "Setting Objectives and Measuring Team Performance". To sustain effort over time, see "Persevering Through Obstacles".

Practical information

Duration	1 day
Audience	Employees, technicians, supervisors and managers who have individual or team objectives to meet
Prerequisites	No prerequisites; bring your objectives for the year if possible
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How is this different from "Setting Objectives and Measuring Team Performance"?
This day takes the side of the person who carries the objective: understanding what is expected, tracking results, keeping commitments, reporting. The other course is for managers who set, follow and assess their team's objectives. One supervisor can attend both.

Do participants need formal objectives?
No, but it helps. Without an objective sheet, participants start from their main duties and their manager's expectations and turn them into measurable results during the day.

Doesn't a performance culture increase stress?
Badly handled, yes. The course insists on achievable objectives, indicators people understand and early warning, which avoid end-of-period surprises. It also covers the drifts to avoid: contradictory objectives, indicators that push people to hide problems.

Can it be adapted for production teams?
Yes. For operators, technicians or team leaders, the examples start from shop-floor indicators: yield, scrap, safety, meeting deadlines. The session can be run in Darija.