

Training on Performance Management

August 2019



PwC Azerbaijan Services		
No matter where you are, how big you are, public or private, and in what industry or sector you do business, we can help you work smarter and reach your goals!		
Advisory	Tax & Legal	Audit & Assurance (PFRS)
<ul style="list-style-type: none">Consulting & Deals - merge the business, diverge with confidence, drive growth, operational & transformationTechnologyOptimization of capitalTransaction servicesCorporate financeESGRisk strategyValuationCapital project & infrastructureIT & Business transformationChange management and communicationHROrganizational designPeople in the middleOrganizational culture and performancePeople practices and insightsPeople strategyStrategy and business	<ul style="list-style-type: none">Corporate taxTransfer pricingInternational tax services (Global Mobility)Real estate and energyTax adviceDispute resolutionCorporate governanceLegal adviceRegulatory complianceESGAnti-corruptionSanctions and export controls	<ul style="list-style-type: none">Financial statement auditPublic sector and PFRS tax declarationPerformance and operational assuranceReview of financial statementsPerformance and operational assuranceCorporate governanceESGRisk assessmentESG strategyESG disclosure & stakeholder engagementAssessment & implementation of internal controls

PERFORMANCE MANAGEMENT

ABOUT THE COURSE

Managing both organizational and employee performance facilitates the effective delivery of strategic and operational goals. There is a clear and immediate correlation between using performance management programs and improved business and organizational results. This course will provide delegates not only with an all-round understanding of the performance management process – starting from strategic goal and KPI setting all the way through evaluation and reward, but also will extend further to identification and managing of the talent in the organization. Course will involve both theoretical understanding and the practical workshops per topic.

WHO SHOULD ATTEND?

- Human Resources professionals who are responsible for the design and implementation of performance and talent management systems;
- Line-managers and supervisors accountable for the performance of the organization and its employees,

WHY ATTEND?

During the course, the delegates will:

- ✓ Gain a solid understanding of the principles of the performance management system and its implications in a broader strategic and organizational context as well as on individual level;
- ✓ Understand strategic business planning, be able to set organizational goals and relevant KPIs and cascade them down to all levels;
- ✓ Understand performance management process, key stakeholders and participants and their the roles and responsibilities;
- ✓ Understand competency framework and its role in performance management;
- ✓ Understand how to formulate the reward strategy and align in to business performance;
- ✓ Learn how to identify and manage talent and successors in the organization for sustained business performance.

BENEFITS OF THE COURSE

After completion of the course, you will be able to:

- The organization will have a team of in-house professionals who acquired the necessary skills and knowledge to implement performance management activities;
- After completion of the training, the participants will gain a strategic insight into how things are interconnected in the organization and be able to establish links between processes. This would allow them to act as business partners and support business and management by coaching and guiding through performance management related issues;
- Performance Management will allow organisations to improve employee relations, increase staff motivation and employee loyalty. This will result in decreased turnover and increased retention levels;
- Good performance management system will expedite the achievement of organizational goals;
- Effective interventions into existing resource allocation and talent management activities would be undertaken;
- Organizations will be able to define and structure the career-path development, align performance management and staff training initiatives.

The course is available in an open enrollment and corporate formats.

Corporate training solutions are custom tailored to unique circumstances of an organization.

For any inquiries please contact:

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Education and professional qualifications:

- CIPD Diploma
- Post-graduate Diploma in People Management and Development, *Nottingham Trent University, UK*
- Master's degree in Informatics and Management from *Azerbaijan State Economic University*
- Certificate in Organizational design, *University of Illinois*

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Rena Rzayeva

Senior Manager | Head of People& Organization | PwC Azerbaijan

Work experience: 15+ years

Relevant experience

Rena is leading People & Organization consulting services PwC Azerbaijan. Rena has more that 15 years of experience, leading HR functions in oil & gas, civil construction, oil & gas logistics and professional services organizations as well as providing external HR consulting to the Azerbaijani market.

Key areas of expertise include, but not limited to:

- HR strategy & vision; HR organization and capabilities; policies & procedures;
- Reward management: strategy, job evaluation and grading, employee motivation & incentive strategies;
- People in deals: HR due diligence; pre and post deal HR strategy and assistance
- Talent management, workforce capability
- Performance Management system, development and implementation of KPIs
- Cultural transformation and change management;
- Organizational design

Recent projects

- Ministry of Ecology and Natural resources: Development of target operating model and governance structure, development of transformation road-map;
- Large bank of Azerbaijan: job evaluation and grading system design, development of base pay model; design of variable pay scheme
- M&A of two banks in Azerbaijan: HR due diligence, pre-deal strategy, post merger integration
- Ministry of Taxes of Azerbaijan: Development of key performance indicators (KPI)
- Biggest Retail Company: design of HR structure and operating model, HR function capability
- Azerbaijan State Railways: workforce capability assessment (500+ Finance personnel)
- Azerbaijan Ministry of Telecom: workforce capability assessment (500+ Finance personnel)
- IT/Telecom Company: job evaluation and reward management, development of roles & responsibilities, behavioral framework, performance management framework and KPI, talent management and succession planning framework;

Recent employment history

▪ 2018/01 – to present
PwC| Senior Manager | People & Organization

▪ 2015/05 – 2018/04
PwC | Head of Human Capital

▪ 2010/04 – 2015/05
ASCO Caspian Holding | Head of Human Resources

▪ 2009/05 - 2010/04
Codest International | Head of Human Resources

▪ 01/2004-05/2009
Fircroft Engineering Services | Head of Human Resources



Nigar Huseyn-zada

Senior Consultant, People& Organization| PwC Azerbaijan

Work experience: 5+ years

Relevant experience

Nigar is a Senior Consultant in Human Resources consulting services PwC Azerbaijan. Nigar has 3 years of experience in provision of professional HR services. Prior to joining PwC, she has been managing international projects for a local NGO.

Key areas of expertise include, but not limited to:

- Job evaluation and grading; reward strategy; employee motivation & incentive strategies;
- Headcount reduction strategy design;
- Skills & competencies assessments;
- Performance Management system and components design;
- Job description design.

Education and professional qualifications:

- Masters degree (MSc) in Human Resources Management & Organisational Analysis from *King's College London*, UK
- Diploma in People Management from Personnel and Development Institute (CIPD), UK, Member
- Accreditation in STRATA Job Evaluation, PwC Frankfurt, Germany

Recent projects

- Large bank of Azerbaijan: job evaluation and grading system design, development of base pay model; design of variable pay scheme;
- Azerbaijan Ministry of Telecom and Azerbaijan State Railways: skills and competency assessment of key Financial and HR resources;
- Merger of three large telecom companies on the market: staff reduction strategy design, organizational design.
- Local IT services company: HR transformation

Recent employment history

- 2017/03 – to present

PricewaterhouseCoopers Azerbaijan
Senior Consultant, People & Organization

- 2016/03 – 2017/02

PricewaterhouseCoopers Azerbaijan
Consultant, Global Mobility, Tax&Legal

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