



PERFORMANCE MANAGEMENT (2 Days)

RATIONALE

What gets measured gets done. Key Performance Indicators (KPI) are essential in measuring performance. It is therefore important that the KPI are set such that they accurately measure what needs to be achieved in the organization. With effective KPI development followed by effective performance management, the organization's objectives will consequently be accomplished effectively.

This program provides the participants with the knowledge and skills to effectively develop KPI and to drive performance through motivating high performers and managing poor performers.

OBJECTIVES

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

- Develop KPI to achieve organisation's objectives.
- Manage performance based on the established KPI.
- Drive performance through motivating high performers and managing poor performers.

CONTENTS

The overall contents of the program are as follows:

- Vision, mission and objectives
- Balance scorecard
- Key Performance Indicators
- Performance Planning
- Performance Contracting
- Performance Monitoring
- Performance Evaluation
- Motivating High Performers
- Managing Poor Performers

AGENDA:

DAY 1	
TIME	ACTIVITY
9.00 – 10.30 am	Introduction and Icebreaker <ul style="list-style-type: none">• Introduction to the program• Icebreaking activities Assessments <ul style="list-style-type: none">• Pre-Training Assessment
10.30 – 10.45 am	Morning Tea Break
10.45 – 1.00 pm	Performance Management <ul style="list-style-type: none">• Performance Planning• Performance Contracting• Performance Monitoring• Performance Evaluation
1.00 – 2.00 pm	Lunch
2.00 – 3.30 pm	Developing KPI <ul style="list-style-type: none">• Key Results Area (KRA)• Balance Score Card• Alignment of Vision, Mission and Objectives
3.30 – 3.45 pm	Afternoon Tea Break
3.45 – 5.00 pm	Performance Evaluation <ul style="list-style-type: none">• Key Performance Indicators• Competency Assessment• Behavioural Assessment

DAY 2	
TIME	ACTIVITY
9.00 – 10.30 am	Performance Appraisal Process <ul style="list-style-type: none">• Scheduling the session• Putting the appraisee at ease• Highlighting achievements• Identifying areas of improvements• Planning for development• Agreeing on the content
10.30 – 10.45 am	Morning Tea Break
10.45 – 1.00 pm	Performance Evaluation Exercises <ul style="list-style-type: none">• Group Exercises• Discussions
1.00 – 2.00 pm	Lunch

DAY 2 (Contd..)	
TIME	ACTIVITY
2.00 – 3.30 pm	Motivating High Performers <ul style="list-style-type: none"> • Rewards and recognition • Talent pool Managing Poor Performers <ul style="list-style-type: none"> • Performance Improvement Program
3.30 – 3.45 pm	Afternoon Tea Break
3.45 – 5.00 pm	Recapitulation <ul style="list-style-type: none"> • Summary • Post Training Assessment Closing <ul style="list-style-type: none"> • Training evaluation • Certification giving

METHODOLOGY

A blend of training techniques incorporating lectures, simulations, group discussions, and role-plays.

PARTICIPANTS

This program is designed for supervisors, managers and executives who lead and manage teams.