



Asia Masters Center

Performance Management: Setting Objectives and KPIs



Performance Management: Setting Objectives and KPIs

Course Objective

- Understand performance management in a multi-cultural environment
- Describe the purposes of performance management, from an organisational point of view
- Describe the purposes of performance management from an individual's point of view
- Demonstrate the skills involved in each of the four steps of performance management
- Describe best practice in assisting with employee work-performance problems
- Make the links between performance management and corporate strategy

Target Audience

- Human Resources managers and senior professionals, specialists, team leaders, and business partners in the function who seek to broaden their knowledge and improve their skills in the key functions of HR as well as those who are responsible for evaluating HR and its effectiveness in the organization. The course is also suitable for those employees who are targeted for development or promotion within the HR function.

Course Outline

- DAY 1
 - Introduction to Performance Management
 - Introduction – the context for performance management
 - The case for performance Management
 - Strategic and integrated performance management
 - The principles and building blocks of effective performance management: setting objectives, identifying the key performance indicators and managing employee performance
 - The role of HR, managers, supervisors and team leaders within performance management
 - Motivational theories and models and their role in performance management
 - The psychological contract an exercise

- DAY 2
 - Performance Management: Setting Objectives
 - What are objectives?
 - Setting objectives
 - The importance of agreeing objectives
 - Quantitative and Qualitative objectives
 - SMARTMaC objectives
 - Setting objectives – exercise
 - Achieving vertical, functional and horizontal integration

➤ DAY 3

- Performance Management: Key Performance Indicators (KPIs)
- What are KPIs – different things to different organisations?
- The objective and the KPI – what's the difference?
- What are the KPIs for your organisation
- KPI exercise
- The balanced scorecard (Kaplan and Norton)
- The purpose of employee appraisal
- Some practical problems with employee appraisal

➤ DAY 4

- Performance Management – Managing Performance
- Monitoring employee performance: monthly, quarterly and annual reviews
- Addressing the performance gap: informal and formal approaches to addressing performance problems
- Managing a performance problem – exercise
- Improving attendance at work: resolving absence and sick absence problems
- Agreeing the performance appraisal rating
- Performance appraisal and the link to pay
- Forced Ranking and the Expected Distribution

- DAY 5
- Giving and Receiving Feedback and Coaching
- Feedback models and providing constructive and developmental feedback
- Giving and receiving feedback exercise
- Coaching: the ask/tell continuum and the 8 steps to effective coaching
- Coaching case studies
- Course: review and summary
- Continuing Professional Development: personal development planning (PDP)
- Close of seminar and final evaluation

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➡ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
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Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

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