



PERFORMANCE MANAGEMENT PROGRAM

INTRODUCTION

In today's competitive world organizations irrespective of their size or complexity are emphasising on high performance by its employees which is a prerequisite for growth and sustainability. Performance management has become a household name in all progressive organizations. These organizations realize that their long-term growth is dependent on their employee's effective contributions and productivity. Any organization that already has a well-planned and installed performance management system (PMS) can move forward by revisiting and enhancing it based on changes that have taken place. Organizations should also seize the opportunity to make improvements based on relevant and constructive feedback as well as incorporate new ideas

This Program has been developed based on the needs for senior staff who are actively involved in the development of employees to have a sound understanding of an effective performance management system (PMS). It includes the skills needed to motivate employees to contribute positively to achieving the organizational goals. The significance of the system with the aim to achieve the needs of both the employer and employee will be highlighted

LEARNING METHODOLOGY

To be able to appreciate the full advantage of the Program will combine theory and practice. Active participation will be encouraged throughout the duration to ensure 'buy in' by the participants. The following main activities will be adopted:

- Lectures
- Group discussions
- Presentations
- Case studies, Role Plays & Etc.

WHO SHOULD ATTEND

The Program is designed mainly for line and staff managers who are actively involved in the performance management system of the organization. For effectiveness it is encouraged that the number of participants be kept to not more than 20 persons.

DURATION

2 days

Basic Relationship - Performance

Employee has the obligation to perform based on the company's expectation



Employer is responsible to guide, coach, and counsel employees to perform

OBJECTIVES

The Program has the following objectives:

- To ensure participants have a sound understanding of the role and significance of performance management in achieving organizational goals
- To have adequate knowledge of the key stages in a performance management system and be able to impart such knowledge to supporting staff
- To understand the importance of the employee appraisal and be able to conduct them objectively
- To be able to view the performance management system as a positive method to develop and improve employee productivity



PROGRAMME CONTENT

There is an urgent need for employees in an organization to appreciate the need for an objective performance management system. Employees need to be made aware that the annual appraisal is aimed at fulfilling the objective of the employer as well as the employee. The employee has just as an important role to play as the employer in meeting his on her self-development objectives.

Reviewing the current performance management system in the organization with the view to determining the areas that required enhancement. This has to be carried out making use the key tools of a performance management system. The approved system must be made clear and accessible to all those involved in it. It also has to be 'transparent' and objective!

The various tools that have to be used in an effective system would include the planning stage, establishing the key determinants that effect the performance of individuals in the context of the organizational goals. The two areas of assessment in an effective performance management system are they key result area and the competencies needed to achieve the results. The commonly used method of ratings for performance and competency will be covered during the program during the program.

The item that make the system effective will be discussed in details. These would include the various factors contributing to a productive appraisal such as the preparations, the actual dialogue, the follow up and future plans. Also included is the need to draw a plan of action for poor performers. Finally, there needs to be an evaluation of the system on a regular basis.