



*Training Course:  
Organizational Performance Management and  
Improvement*

*13 - 17 May 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Organizational Performance Management and Improvement

Training Course code: MA234743 From: 13 - 17 May 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 4950 € Euro

### Introduction

Organizational analysis is the process of appraising the growth, personnel, operations, and work environment of an entity. Undertaking an organizational analysis is beneficial, as it enables management to identify areas of weakness and then find approaches for eliminating the problems.

Important aspects of organizational analysis include the assessment of external elements that can influence the performance of an organization. An organizational analysis also includes strategically evaluating and reviewing an organization's potential and resource base by increasing the performance management of the organization.

The following are Key Learning Outcomes:

- Design and introduce an analysis and review for Public Sector Organizations
- Implement Proven best practice approaches for aligning programs and management initiatives to an integrated performance management system for your government organization
- Design proven strategies for gaining leadership buy-in for performance improvement initiatives via building a high-performance team
- Leading with a resolve that focuses and aligns the critical balance between Accountability, Responsibility and Empowerment

### Course Objectives

By the end of this training course, participants will be able to:

- Overcome resistance to performance measurement transparency and reporting requirements
- Integrate performance management initiatives into other ongoing management improvement efforts
- Lead cultural change within the public sector to achieve improved results
- Utilize performance measures with proven techniques of evidence-based analysis, performance measurements, reporting and benchmarking
- Devise and lead performance improvement teams - working across program silos to obtain effective results across the organization
- Make direct connections between Performance Management and Organizational Goals
- Demonstrate Best Practices in Addressing and resolving Work-Performance related Problems

### Training Methodology

The training methodology used is designed to encourage maximum participation by all participants. The presenter will present best practices and benchmarks, and design interactive activities via discussion, small group work, exercises and feedback to display proficient knowledge and skills. Overall evaluation of this training will end by delegates completing an assessment of what has been learned and considering how the concepts will be transferred back to the workplace.

### Organizational Impact

- Organizational Improvement and productivity increase
- Increase in individual and team productivity as performance expectations are documented and followed through
- Management behaviors are aligned to high performance measurements
- Overall Engagement and Motivation will increase
- Performance Behavior will be aligned with an organization's core goals and values
- Improve organizational efficiency and effectiveness

## Personal Impact

- Obtain the skills and a pathway to taking a leadership role on performance improvement initiatives in the public sector
- Enables participants to implement effective performance management
- Improved confidence and self-assurance in dealing with performance issues
- Ensures that the performance appraisal is a positive and motivating enabler
- Enables participants to apply best practices in performance improvement planning
- Enable participants to positively influence high performance

## Target Audience

This course is suitable to a wide range of professionals but will greatly benefit:

- Public Sector Managers and Team Leaders
- Supervisors responsible for the use and application of performance management and appraisal techniques within the Public Sector
- Performance Management Officers
- Human Resource Directors
- Employee Relations Managers

## Course Outline

### DAY 1

#### DEFINING THE SCOPE OF THE PERFORMANCE MANAGEMENT INITIATIVE

- Identify performance improvement opportunities and align to internal leadership policy goals
- Project Management Fundamentals for Performance Improvement Initiatives
- Identifying and Developing Your Performance Improvement Team - Policy, Planning, and Implementation Leaders
- Gaining Top-down, Internal, and External stakeholder buy-in
- Identify alignment opportunities between performance management and legislative and Administration priorities
- Designing Goals and Objectives linked to The High-Performance Organization
- Developing the 4 Step Implementation Model - Diagnostic, Design, Implement, and Review

### DAY 2

#### PUBLIC SECTOR PERFORMANCE MANAGEMENT MATURITY SCALE

- Performance Management defined as an Enabling Movement
- Performance management best practices in the public sector and non-profit organizations

- Conducting a comprehensive assessment & review of your government organization
- Key Principles of Effective Performance Management for Profits, Non-Profits, and Hybrid Organizations
- Customizing the Performance Management approach via the PPC Model to build the required capacities

### DAY 3

#### PERFORMANCE MANAGEMENT STRATEGY DEVELOPMENT

- The 4 Step Implementation Model
- Diagnostic
  - Assessment of primary activities, deliverables, and customer focus
  - Designing the "As is" to the "Should be"
  - Pre and Post Measurements
  - The End in Mind - The High-Performance Organization
- Design
  - Organizational Goals enabled with the Balanced Scorecard
  - Competitive benchmarks for performance comparisons and important developments
  - Performance Management enabled via KPIs
  - Best Practice Objectives and Key Results OKRs for Public Sector Organizations
  - Developing a way to improve cooperation between agencies and public sector organizations.
- Implement
  - Project Management Principles - Launch, Timelines, Phases, Milestones, Quick Wins, and Pilots
  - Effectively cascading Strategic KPIs - Goal, Division, and Task KPIs
  - Designing an Effective Communication Strategy
- Measure
  - Post Project Reviews
  - Enhancement and Modifications
  - What Next?

### DAY 4

#### DRIVING THE ACHIEVEMENT OF PERFORMANCE GOALS

- The Purpose of Employee Reviews as a vehicle to drive Performance at all levels
- Performance Reviews: Facilitating a process for analyzing and using performance information internally to drive improvements
- Performance Analysis - Selecting programs and initiatives for advanced program evaluation, data analytics, performance auditing, benchmarking, etc.
- Addressing the Performance Gap via Proven approaches for optimal Organizational results
- Managing Performance Problems - Key Activities
- Improving Motivation, Engagement, and support Transparency at Work
- Performance evaluation and the link to rewards

### DAY 5

#### SUSTAINABILITY OF PERFORMANCE

- Action Planning for Sustainability of The High-Performance Organization
- Sustainability via Feedback Models - Constructive and Developmental Feedback



- Coaching and Mentoring for Performance
- Seminar: Review and Summary
- Close of Program and Final Evaluation

## Registration form on the Training Course: Organizational Performance Management and Improvement

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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