



*Conference:  
Organizational Performance Management and  
Improvement*

*20 - 24 October 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Conference: Organizational Performance Management and Improvement

Conference code: CO235606 From: 20 - 24 October 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Conference Fees: 6000 € Euro

### Introduction

Organizational analysis helps in appraising growth, personnel, operations, and work environment, and it allows management to identify and solve organizational weaknesses. This conference aims to explore key practices and strategies for improving organizational performance through systematic analysis, focusing on public sector organizations.

### Key Learning Outcomes:

- Design and introduce organizational analysis for public sector organizations.
- Implement best practice approaches for aligning programs and management initiatives to an integrated performance management system.
- Gain leadership buy-in for performance improvement initiatives and build high-performance teams.
- Lead with a balanced focus on accountability, responsibility, and empowerment.

### Methodology

This conference will feature interactive presentations, small group discussions, exercises, and real-life case studies. Delegates will actively participate in learning through practical activities and assessments that will help them apply the concepts back in their workplaces.

### Organizational Impact

- Improve productivity at both individual and team levels as performance expectations are clearly defined and followed through.
- Align management behaviors with high-performance measurements.
- Increase engagement and motivation across the organization.
- Align performance behavior with core goals and values for improved efficiency.

### Personal Impact

- Gain leadership skills for driving performance improvement initiatives.
- Develop confidence and self-assurance in dealing with performance-related issues.

- Learn to apply best practices in performance planning and appraisal systems.
- Influence organizational high performance and implement effective performance management.

## Target Audience

- Public Sector Managers and Team Leaders.
- Supervisors responsible for performance management and appraisal techniques.
- Performance Management Officers.
- Human Resource Directors.
- Employee Relations Managers.

## Outlines

### DAY 1: Defining the Scope of Performance Management Initiatives

- Identifying performance improvement opportunities and aligning them with internal leadership policy goals.
- Project Management Fundamentals for implementing performance improvement initiatives.
- Identifying and Developing the Performance Improvement Team - policy, planning, and implementation leaders.
- Gaining Top-down, Internal, and External Stakeholder Buy-in for initiatives.
- Identifying opportunities for alignment between performance management, legislative, and administrative 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

- Understanding Performance Management 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

- Revisiting the 4-Step Implementation Model:
  - Diagnostic: Assessing primary activities, deliverables, and customer focus.
  - Designing the "As-is" to the "Should-be."
  - Pre and Post Measurements of organizational performance.
  - Setting the End in Mind - the High-Performance Organization.
- Designing organizational goals enabled with the Balanced Scorecard.
- Using Competitive Benchmarks for performance comparisons and developing key improvements.
- KPIs for enabling performance management.
- Best practice Objectives and Key Results OKRs for public sector organizations.
- Enhancing Cooperation Between Agencies for better results.

### DAY 4: Driving the Achievement of Performance Goals

- Employee Reviews as Vehicles to drive performance at all levels.
- Facilitating performance analysis and using internal performance data to drive improvements.
- Performance Analysis Techniques for advanced evaluation, data analytics, and performance auditing.
- Addressing Performance Gaps and implementing proven approaches for optimal organizational results.
- Managing performance problems through key activities.
- Improving motivation, engagement, and transparency at work.
- Linking performance evaluation to rewards for incentivizing high performance.

### DAY 5: Sustainability of Performance

- Action Planning for Sustainability of high-performance organizations.
- Using Feedback Models for sustainability - constructive and developmental feedback.
- Implementing Coaching and Mentoring for continuous performance improvement.
- Review and summary of the conference, followed by the Closing Seminar.

## Registration form on the Conference: Organizational Performance Management and Improvement

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