



*Conference:
Effective Performance Management*

*28 April - 2 May 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Conference: Effective Performance Management

Conference code: CO8245 From: 28 April - 2 May 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur
Conference Fees: 6000 € Euro

Introduction

This conference explores the design and implementation of effective performance management processes, emphasizing a combination of theory and practical application. It covers key techniques such as setting objectives, monitoring performance, giving feedback, coaching, and appraisal, highlighting the roles of HR and line managers. Practical workshops are conducted daily to reinforce learning. Topics include designing performance management schemes, equipping managers with necessary skills, addressing cultural considerations in appraisals, managing poor performance, using positive reinforcement, and advanced performance management strategies. Participants will gain tools to drive and sustain high organizational performance.

Objectives

- Understand performance management in a multi-cultural environment
- Describe the purposes of performance management, from an organizational 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

Methodology

The training methodology used is designed to encourage maximum participation by all delegates. The presenter will suggest ideas and theories to the delegates and then encourage them to test out the ideas by the use of discussion, small group work, exercises, and feedback. Each day of the seminar will end by delegates completing their own record of what has been learned on the day and considering how the ideas might be transferred back to the workplace.

Organizational Impact

- The managerial performance will be improved
- Add value to the department and the organization as a whole.
- The engagement of employees with the organization will be improved

- Staff committed to building a high-performance organization
- The behaviour will be aligned with an organization's cultural values
- Participants are encouraged to take new ideas and strategies back to their workplace for discussion with their managers.

Personal Impact

- Will enable participants to implement effective performance management
- Improved confidence and self-assurance in dealing with performance issues
- A greater understanding of how to make a performance appraisal a positive and motivating influence
- Will enable participants to apply best practice in discipline and performance improvement planning
- Greater awareness of own beliefs and limitations related to employee performance
- Will enable participants to positively influence high performance

Outlines

Day 1: Introduction to Performance Management

- Introduction - The context for performance management
- The case for performance management
- The principles of effective performance management
- What makes people try hard?
- The role of HR within performance management
- The role of Managers, Supervisors and Team Leaders within performance management
- The use of competencies in Performance Management
- Addressing the performance gap

Day 2: Starting Well: Objectives and Feedback

- Introducing the principles to your team
- The importance of agreeing objectives
- Quantitative and Qualitative objectives

- SMARTMaC Objectives
- Providing feedback
- Positive reinforcement
- Developmental feedback
- Distinctions Feedback and Criticism

Day 3: Relationships and Coaching

- The Ask/Tell Matrix
- Empowerment in practice
- The eight steps of an effective coaching session
- Case studies
- Handling disciplinary issues
- Dealing with complaints
- Handling absenteeism and sickness problems
- The key ways of improving attendance

Day 4: Finishing Well: Making Appraisal a Motivating Experience

- The purpose of Performance Appraisal
- Monthly/Quarterly/Annual Reviews
- The practical issues
- Agreeing the evaluation
- Forced Ranking and Expected Distribution
- The links to reward
- Merit pay
- Personal Development

Day 5: Advanced Performance Management

- 360 degree feedback

- Emotional Intelligence
- Integrated strategic performance management
- Internal and external reporting frameworks,
- Balanced scorecard techniques,
- Links into strategic advantage
- Course summary
- Personal Development Planning

Registration form on the Conference: Effective Performance Management

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