

## PERFORMANCE MANAGEMENT AND APPRAISALS

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**COURSE LENGTH: 1.0 DAYS**

Performance Management is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner.

Using practical tools like SMART goal setting, performance reviews and 360 degree feedback, you will be exposed to best practice methods to assure you can implement and manage the performance of your organization.

This practical and engaging training course is available now throughout Malaysia, including Kuala Lumpur.

This Performance Management and Appraisals training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

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## PERFORMANCE MANAGEMENT AND APPRAISALS COURSE OUTLINE

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### FOREWORD

Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organisational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner.

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### OUTCOMES

- ▶ Define performance management
  - ▶ Examine how performance management works & the tools used to make it work
  - ▶ Analyze the three phases of performance management
  - ▶ Assess the effectiveness of each phase
  - ▶ Implement effective goal setting & how to use goal setting as an integral part of performance management
  - ▶ Practice giving feedback on performance management
  - ▶ Interpret Kolb's Learning Cycle & discuss how to engage adults differently based on their position in the Learning Cycle
  - ▶ Gain insight into the impact of effective motivation in the workplace
  - ▶ Develop a performance journal & a performance plan
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### MODULES

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#### Lesson 1: Getting Started

- ▶ Workshop Objectives

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#### Lesson 2: The Basics (I)

- ▶ What is Performance Management?
- ▶ How Does Performance Management Work?
- ▶ Tools
- ▶ Case Study

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#### Lesson 3: The Basics (II)

- ▶ Three Phase Process
- ▶ Assessments
- ▶ Performance Reviews
- ▶ Case Study

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#### Lesson 4: Goal Setting

- ▶ SMART Goal Setting
- ▶ Specific Goals
- ▶ Measurable Goals
- ▶ Attainable Goals
- ▶ Realistic Goals
- ▶ Timely Goals
- ▶ Monitoring Results
- ▶ Case Study

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### Lesson 5: Establishing Performance Goals

- ▶ Strategic Planning
- ▶ Job Analysis
- ▶ Setting Goals
- ▶ Motivation
- ▶ Case Study

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### Lesson 6: 360 Degree Feedback

- ▶ What is 360 Degree Feedback?
- ▶ Vs. Traditional Performance Reviews
- ▶ The Components
- ▶ Case Study

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### Lesson 7: Competency Assessments

- ▶ Competency Assessment Defined
- ▶ Implementation
- ▶ Final Destination
- ▶ Case Study

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### Lesson 8: Kolb's Learning Cycle

- ▶ Experience
- ▶ Observation
- ▶ Conceptualization
- ▶ Experimentation
- ▶ Case Study

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### Lesson 9: Motivation

- ▶ Key Factors
- ▶ The Motivation Organisation
- ▶ Identifying Personal Motivators
- ▶ Evaluating and Adapting
- ▶ Case Study

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### Lesson 10: The Performance Journal

- ▶ Record Goals and Accomplishments
- ▶ Linking with Your Employees or Managers
- ▶ Implementing a Performance Coach
- ▶ Keeping Track
- ▶ Case Study

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### Lesson 11: Creating a Performance Plan

- ▶ Goals
- ▶ Desired Results
- ▶ Prioritization
- ▶ Measure
- ▶ Evaluation
- ▶ Case Study

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### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Your Notebook

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)