

PERFORMANCE MANAGEMENT SYSTEM



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INTRODUCTION

Performance management is a strategic process and an integrated approach that involves an ongoing dialogue between the supervisor and the employee in setting achievable goals which will contribute to the overall fulfilment of organisational goals. The main objective of performance management is to proactively manage employee performance in accomplishing organisational goals by attaining a desired level of performance. This involves linking the performance plans of an organisation with the strategic vision and identifying the major performance indicators and KRAs to enable employees to achieve the expected outcomes.

TARGET AUDIENCE

Team Leaders and Supervisors

TRAINING OUTLINE

1. Performance Management Overview

- a. A Culture of Performance
- b. Performance Management Overview
- c. Performance Management Principles
- d. What Has Contributed to Your Success?

2. Establishing Expectations

- a. Goal Alignment
- b. SMART Goals
- c. Performance Standards
- d. Performance Expectations
- e. Behaviours
- f. Professional Development
- g. Documenting Expectations

3. Providing Coaching & Feedback

- a. Why Coaching is Important?
- b. Coaching Inventory
- c. Feedback on Performance
- d. Coaching for High Performance
- e. Coaching for Performance Improvement
- f. Coaching Skills Team Challenge

TRAINING OUTLINE (cont)

4. Conducting the Performance Review

- a. Principles of a Good Performance Review
- b. Rating Errors
- c. How to Give a Fair Evaluation
- d. The EP&DP System: A Process Review
- e. The Performance Review Meeting
- f. Responsibility and Respect
- g. Action Panning
- h. References and Resources

DURATION

1 Day (9.00 am – 5.00 pm)

TRAINING DATE(S) & VENUE

11 April 2018 @ PSDC, Penang

COURSE FEE

RM1,100/participant (excluding 6% GST). Course fees are HRDF claimable under the SBL Scheme.

TRAINERS' PROFILE



ALVIN YEOH

Certified Coaching & Mentoring Professional (CCMP) and Certified DISC & PASSION Profiler

Alvin has an impressive track record of more than 20 years of diversified experience in marketing, strategic planning, program management, organizational development, and human resources. He holds a Bachelor's degree from Mount Union University (USA), majoring in Economics and Marketing. In his pursuit for excellence and his passion in learning, Alvin attained International honorary recognition and awards in Economic Studies and Social Science. Today, he is a Certified Coaching and Mentoring Profession (CCMP) and holds a Certificate in Strategic HR Transformation and Organizational Development from Pennsylvania State University. Alvin is also a Certified DISC & PASSION Assessment Instructor. He was recently awarded *100 Most Influential Global HR Professional* by the World HRD Congress.

Alvin started his career at Dell in 1995, where he was the Regional Program Manager for Large Corporate Customers. In 2000, he joined Intel and has since gained experience from diverse roles in Supply Chain, Q&R, IT, Post-Sales Support, Sales/Marketing, and now in HR. During his 12-year tenure at Intel, Alvin has demonstrated his ability to lead diverse teams of professionals to success in a variety of highly strategic functions and fast-paced environments.

Over time, Alvin has proven to successfully analyse organisation's critical business requirements, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing performance efficiency. He is a strategic thinker with an aptitude for conceptualising innovative ideas and turning it into key results. He has strong influencing and stakeholder management skills. In 2013, Alvin spearheaded Motorola's HR department in Malaysia and China, where he brought positive changes to the company and making an impact by delivering HR solutions to the business groups. He was tasked to lead Transformational HR Strategies at Celestica Inc by reshaping the South Asia HR Team and subsequently took on the Talent Management Lead for Asia region.



DR LOW HUN SENG
ICF Certified Coach, CCMP, CTP, Approved HRDF Trainer, and Certified DISC & PASSION Profiler

Dr Low is currently the Principal Consultant for Growell Consultancy, a company providing Leadership, Coaching, and Strategic Consulting in OD- and HR-related services to businesses. He holds a Bachelor of Commerce Degree from Birmingham University, a professional qualification from the Chartered Institute of Bankers, London, an MBA degree from Heriot Watt University, and a doctorate degree from the University of South Australia. His doctorate research in organisational learning provides an insight into the Malaysian banking industry.

Dr Low has 20 years of experience in the banking industry and has a strong financial and business background, having played numerous roles in managing people and businesses. He has managed and led teams successfully in Banking Operations, Credit Analysis, Legal Documentation, Branch Management, Leasing, Insurance, Sales of Unit Trust, Venture Capital Financing, and also had direct responsibility for the P&L of a Business Unit. He was instrumental in the business development of two new branches from ground zero to become profitable in a short time period. His last designation was that of a Vice President.

After leaving the banking industry in 2001, he has been actively involved in the field of Human Resource, playing diverse roles as an Executive Coach, Consultant, Director, General Manager, Mentor-Coach, and Advisor and helping people grow their businesses. He was the General Manager for a training institute, a Senior Consultant and Director for a multinational corporate training provider, Chairman for a church-based kindergarten (2007 – 2009), and acted as HR Advisor for Georgetown World Heritage Incorporated and Treasurer for a Joint Management Committee for Commercial Building. He has been involved in coaching Key Executives, Key Talent, Key Leaders and Teams in MNCs around the region for the last 7 years. He has coached more than 150 Senior and Top Leaders plus key talents in different organisations. He adopts a rigorous behavioral based approach to coaching his clients. He is an Accredited Certified Coach with International Coach Federation and is also mentor-coaching other coaches to be certified with ICF. He is also a contributing author for the book, *Becoming an Effective Mentoring Leader*, which was released in 2013.

ADMINISTRATIVE DETAILS

Cancellation Policy:

The PSDC reserves the right to cancel or postpone the program but with due notice to the participating company. For any cancellation or postponement of training by the participating company, a written notification by email must be sent to the PSDC. Cancellation/postponement charges are calculated based on the following:

Receipt of Cancellation/Postponement Notification	Charges/Penalty
<i>Seven (7) working days prior to the commencement of training</i>	<i>Nil</i>
<i>Less than seven (7) working days prior to the commencement of training</i>	<i>50% of package fee</i>
<i>On the day of the training</i>	<i>Full package fee</i>

Online Registration:

To register, log on to <http://www.psd.org.my> or contact our sales personnel below.

Enquiries:

For further information, please contact Ken Shin (ext 512/shinyk@psdc.org.my)



To find out more, call our **Corporate Training Team** at ext 523/577/514/517 or email to corptraining@psdc.org.my

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