

# KPI with Performance Management



## Programme Synopsis

Performance Management is a human resource management tool used to evaluate, document and discuss employees' past performance and in turn administer the appropriate rewards or punishment. Effective performance management adds value to your organization. It motivates your top employees to do even better and it tells under-performers exactly what is expected and how to improve.

In this regard, Managers and Supervisors must be equipped with the necessary understanding and skills to: (a) facilitate and conduct a seamless and fruitful performance management review discussion with employees; (b) assist under-performers to meet expected standards; (c) plan and set work goals with employees for next plan year.

## Programme Objectives

In this one day workshop, participants will learn:

- **The framework and principles of Total Performance Management**
- **How to rate staff objectively and the importance of fairness and consistency**
- **Interpersonal skills needed to conduct face-to-face review meeting**
- **How to deal with under-performers and the use of Performance Improvement Plan (PIP)**
- **How to discuss and set SMART KPIs with employees for the next plan**

## Programme Outline

The workshop content is as follows:

1. **Overview of Performance Management Process**
2. **The Different Stages of Performance Management**
3. **How to conduct a fruitful Performance Review Meeting**
4. **Performance Planning and Agreement**

## Methodology

To anchor the learning and winning behaviour, the workshop incorporates:

- **Interactive lectures/group activities**
- **Applicable industry examples**
- **Role play**

**Participant will practice face-to-face review meeting at the workshop**

## Workshop Details

Date	: Monday, 19 August 2019
Duration/Time	: 8 hrs/ 9am to 6pm
Venue	: Hotel Grand Pacific
Course Fee	: \$300
<b>Net Fee Payable</b>	<b>: \$321 (incl. GST \$21)</b>

Fee includes handouts, lunch & teabreaks.  
No refund for cancellation but a replacement will be accepted.

## Enroll Now!

@ Website Registration	: <a href="http://www.ustage.com.sg">www.ustage.com.sg</a>
📞 Contact Hotline	: 6222 2461/ 6221 1241
✉ Email Enquiry	: <a href="mailto:trg@ustage.com.sg">trg@ustage.com.sg</a>
📠 Fax Number	: 6227 3556

## Who Should Attend

Managers, Supervisors and those who need to conduct performance appraisal in the course of their work.