



# Performance Management

learn effective techniques to manage employee performance

HRDF

[www.zohlgroup.com](http://www.zohlgroup.com)

**COURSE CODE:** NT-LDR-17

**LEVEL:** Basic to Intermediate

**LANGUAGE:** English

## OVERVIEW

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management. When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

## OBJECTIVES

After completing this course participants will be able to:

- To enhance leadership strengths by understanding performance management strategies
- Delivering honest, ongoing, ethical and fair reviews
- Solving typical performance management issues
- Knowing when to access HR support and tools
- Creating a personal development plan to help you grow your performance management skills
- Evaluate your performance management skills
- Recognising guidelines for applying performance management strategies

## COURSE BENEFITS

The Corporate Leadership Council found that more than half of the most important drivers of employee engagement and performance are related to effective performance management skills, including setting clear goals, providing regular feedback and supporting employee development. And other research backs this up! The Ken Blanchard Companies found that managers who are effective at employee performance management produce better business results, including:

- 50% less staff turnover
- 10 to 30% higher customer satisfaction ratings
- 40% higher employee commitment ratings
- 200% higher net profits

## TARGET AUDIENCE

Managers, supervisors, team leaders, department heads.

## METHODOLOGY

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and making a visible difference to work performance in the business environment. The course has a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Roleplays □ Breakaway sessions □ Relevant business exercises □ Presentations □ Demonstrations □ Questionnaires □ Discussion activities and □ Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully.

## COURSE CONTENT

### Module One: Getting Started

- Icebreaker | Housekeeping Items
- The Parking Lot | Workshop Objectives

### Module Two: The Basics (I)

- What is Performance Management?
- How Does Performance Management Work?
- Tools | Case Study | Review Questions

### Module Three: The Basics (II)

- Three Phase Process
- Assessments | Performance Reviews
- Case Study | Review Questions

### Module Four: Goal Setting

- SMART Goal Setting
- Specific Goals | Measurable Goals | Attainable Goals
- Realistic Goals | Timely Goals
- Monitoring Results | Case Study | Review Questions

### Module Five: Establishing Performance Goals

- Strategic Planning | Job Analysis | Setting Goals | Motivation
- Case Study | Review Questions

### Module Six: 360 Degree Feedback

- What is 360 degree Feedback? | Versus Traditional Performance Review
- The Components | Case Study | Review Questions

### Module Seven: Competency Assessments

- Competency Assessment Defined
- Implementation | Final Destination
- Case Study | Review Questions

### Module Eight: Kolb's Learning Cycle

- Experience | Observation
- Conceptualization | Experimentation
- Case Study | Review Questions

### Module Nine: Motivation

- Key Factors | The Motivated Organization
- Identifying Personal Motivators
- Evaluating and Adapting | Case Study | Review Questions

### Module Ten: The Performance Journal

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

### Module Eleven: Creating a Performance Plan

- Goals | Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study
- Review Questions

### Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Customized In-House Training Program is available in the following areas:

**Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | Engineering | Telecoms | IT**

CALL US FOR DETAILS or VISIT OUR WEBSITE AT [WWW.ZOHLGROUP.COM](http://WWW.ZOHLGROUP.COM)

Sebarang pertanyaan sila hubungi Cik Aisyah

ZOHL Consultancy Sdn Bhd (332967-D)(GST ID:000327831552)

M2-15-05, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: [plbk@zohlgroup.com](mailto:plbk@zohlgroup.com)





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## COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm. | Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website for details ([www.zohlgroupp.com](http://www.zohlgroupp.com))

## LOCATION

Mindset Discovery Center™@ZOHL, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or any hotel in the selected Region(s)

## COURSE FEE

**RM1,200** per person

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

## CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

## HRDF CLAIMABLE

Yes. SBL Khas. If your company contributes to HRDF Fund

## REGISTRATION METHOD

1. **Online:** [http://zohlgroupp.com/hrdf\\_registration/](http://zohlgroupp.com/hrdf_registration/) OR
2. Download this brochure at: <http://zohlgroupp.com/hrdf-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

## FACILITATOR

**Edward Allen (Ted)** since graduating from Liverpool University in Histology has pursued a career in Retail Management. For over 15 years he was self-employed developing his own chain of 80 television rental shops before selling his enterprise to a subsidiary of Philips Electronics in 1987. Since then he has developed a consultancy enterprise covering the UK, Europe, USA, Japan and Hong Kong and more recently Malaysia.



From 1989 to 2002 he was employed by the British Post Office in various senior management roles, including Network Transformation, Transformation of the Post Office from a Civil Service Operation into a Customer Focused Service Provider. Before his early retirement in 2002 he was Group

Director responsible for Outlet and Service design – ensuring product and service development matched the changing aspirations and needs of the Post Office customer base. Many of the stakeholders serviced by the British Post Office where government departments and related service providers who required a greater level of automated customer fulfillment and service.

Since marrying his Malaysian wife in 2006, Edward settled in Malaysia in 2011 on a spouse (social) visa.

Whilst maintaining his consultancy links throughout Asia, USA, UK and Europe, Edward has been working for MSU lecturing to the MBA Entrepreneur Graduates and completes work regularly on behalf of MARA.

Edward offers a unique expertise gained by combining work within the Consultancy, Entrepreneurship and Organizational Transformation fields that make him a valuable addition to the consultancy team at ZOHL Consulting Group.

\*Note: Trainer availability is subject to change

## REGISTRATION FORM

Participant#1: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Participant#2: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Training Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## PAYMENT

CASH: RM \_\_\_\_\_ OR

CHEQUE No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [training@zohlgroupp.com](mailto:training@zohlgroupp.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

## Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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