



CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL

Implementing a successful employee performance management system by using a structured approach

MALACCA, MALAYSIA

2025 EDITIONS:
> 13 - 15 OCTOBER



The KPI Institute is an Accredited Provider of the CPD Standards Office, a Continuing Professional Development global assessor.

Key business benefits:

- › Experience the real business applicability of theoretical concepts;
- › Manage poor performance in a measurable and effective manner;
- › Manage the organizational decision making process by experiencing a variety of business scenarios.

Over the last years, the team at The KPI Institute:

- › Documented 8,000+ KPIs from 16 functional areas and 25 industries;
- › Reviewed 1,000+ performance reports from 125 countries;
- › Referenced 30,000+ resources as part of the documentation process.

Recover up to 100% of costs

The Human Resource Development Corporation (HRD Corp) starts the up-skilling of Malaysian workforce by allowing employers to receive financial assistance up to 100% to cover the training cost incurred, at both regional and international level. For terms and conditions please refer to page 13.



Course overview



This course will clarify key, specific, detailed concepts and will provide practical tools and techniques for implementing, improving or maintaining the company's employee performance management system.

Attendees will gain exposure to best practices in the field of performance management and will learn how to establish and use criteria for evaluating performance.

👤 Participants' profile

> People interested in employee performance management

Entrepreneurs, analysts and professionals from any field, interested in employee performance management, will acquire the knowledge needed to understand the aspects that influence employee engagement and productivity and will access different methods that could help them improve.

> Management representatives

Representatives of top/middle/line management and their respective organizations, regardless of their field of expertise, interested in measuring and evaluating employee performance, will be glad to discover a structured approach to the implementation of an employee performance management system, as well as best practices in the field.

> HR professionals

This course offers HR professionals, such as HR Consultants, HR Managers or HR Associates, the opportunity to have exposure to a rigorous approach to individual performance management and evaluation, through the implementation of an integrated employee performance measurement system based on KPIs, behaviors and competencies. Starting from the processes and tools already used in their organizations, after completing this course participants can return to their organizations with a more coherent perspective on how an employee performance management system should work.

+ Benefits

- > Nurture core competencies in order to design, implement, monitor, evaluate and follow a performance management cycle in a successful manner;
- > Improve the visibility and clarify accountability related to performance expectations;
- > Implement the knowledge acquired during the training course, by accessing a set of performance management tools and relevant;
- > Identify the necessary corporate competencies and skills gaps to generate sustainable growth;
- > Obtain 40 CPD credits to include in your CPD records for your professional body, institute, regulator or employer.

🎯 Learning objectives

- > Understand the fundamentals of the performance management framework;
- > Learn how to track the employee performance during each phase of performance management cycle;
- > Apply key tools to measure employees' results in a fair and objective manner;
- > Learn how to conduct efficient performance appraisals;
- > Gain the knowledge of developing a Performance Management System business case.

Agenda

Day 1

Employee Performance Management context

- › Benefits of implementing an Employee Performance Management System
- › Prerequisites of an Employee Performance Management System
- › Governance for the Employee Performance Management
- › Impact areas of an Employee Performance Management System
- › Performance Management Cycle

Employee Performance Management Architecture

- › The link between business strategic objectives and day-to-day actions
- › Tools and processes involved in employee performance management
- › Visibility and accountability through employee performance management

Employee performance management implementation project

- › Importance of a business case for an implementation project
- › Elements of a business case
- › Clarify organizational context
- › Design the system implementation project plan
- › Define the tools and templates to be used
- › Training sessions for management and employees
- › Launch and utilize the system
- › Monitoring and review implementation process

Day 2

Establish performance criteria

- › Cascading objectives and KPIs from organizational to departmental and individual level
- › Defining and selecting competencies
- › Defining and setting behaviors

Evaluating employee performance

- › Employee Performance Evaluation Form
- › Evaluating KPI results
- › Assessing competencies and behaviors
- › Rating overall performance

Day 3

Employee Performance Management Cycle

- › Employee performance planning
- › Mid-year performance review objectives
- › Point of contact and support for employees
- › Annual performance review

Employee performance appraisal meeting

- › Preparation for the appraisal meeting
- › Feedback techniques
- › Active listening
- › Performance conversations

Talent Management

- › Linking performance evaluation to talent management
- › Employee performance plans
- › career path, development plan
- › Compensation and benefits

Review and Q&A

- › Course review
- › Q&A

Learning experience

○ Pre-course

This part of the learning experience is meant to ensure a smooth transition to the face to face training. Participants are required to take the following steps:

- › Needs assessment - complete a questionnaire to determine a tailored and relevant learning experience;
- › Pre-course evaluation quiz – take a short quiz to establish the current level of knowledge;
- › Guidance and schedule – analyze a document presenting guidelines on how to maximize your learning experience;
- › Forum introduction – share an introduction message to present yourself to the other course participants;
- › Expectations - share your expectations regarding the training course;
- › Pre-requisite reading - go through a series of documents to better understand the core-course content.

◎ Core course

During the three days of face to face training, the course is designed to facilitate experiential learning and ensure a high level of interactivity. Exercises used to enhance the development of competencies range from simple matching of concepts to extensive analyses of case studies. The learning experience consists of:

- › Discovering the theoretical concepts through interactive exercises;
- › Solving different scenarios that might arise within an organization, in order to perform a comparative analysis and identify the best approach to be adopted;
- › Using templates that you can afterwards customize to suit your organizational needs;
- › Analyzing case studies and identifying solutions for the challenges encountered;
- › Sharing your own experiences and good practices in the field.

◎ After-course

The learning process is not finalized when the core-course ends. Participants are required to take the following steps:

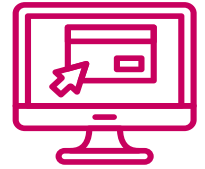
- › Forum discussions - initiate a discussion and contribute in a discussion opened by another participant;
- › Action plan - create a plan for the actions and initiatives you intend to implement after the training course;
- › In-house presentation - create and submit a short PowerPoint presentation to present your colleagues the knowledge you have accessed during the training course;
- › Additional reading - go through a series of resources to expand your content related knowledge;
- › Learning journal: reflect upon your 3 stages learning experience and complete a journal.

✓ Evaluation

The certification process is finalized only when you complete all of the 3 stages of the learning experience. Nonetheless, you will receive a:

- › Certificate of Completion (soft copy): after completing pre-course activities and passing the Certification Exam;
- › Certificate of Attendance (hard copy): after participating at the 3 days of on-site training course;
- › Certified Employee Performance Management Professional diploma (soft copy): after you have successfully completed all of the 3 stages of the learning experience.
- › CPD Certificate of Attendance (soft copy): once you have successfully obtained the Professional status.

Educational resources



This micro-certification course is an additional benefit provided to all participants to upskill professionals in assessing Employee Performance Management Frameworks in organizations. The maturity assessment methodology presented during the course is the proprietary knowledge of The KPI Institute and Global Performance Audit Unit, built on 10+ years of research and practical experience in strategy formulation. Moreover, upon course completion participants can request access to one-time, free of charge, the entire evaluation methodology on the GPA Unit online platform.

Professionals will gain practical experience in identifying the strengths and weaknesses of organizational practices and formulating improvement recommendations in 6 key areas:

- › Performance Planning
- › Performance Measurement
- › Performance Review
- › Performance Recognition
- › Performance Improvement
- › System Governance

OTHER RELATED MICRO-CERTIFICATES



**Micro-certificate
in Strategy Planning
Maturity Assessment**



**Micro-certificate
in Performance Measurement
Maturity Assessment**



**Micro-certificate
in Performance Improvement
Maturity Assessment**

NOTE: These three micro-certificates are not offered as part of the Certified Employee Performance Management Professional Program, they can be purchased separately.

For more information, [CLICK HERE](#)

Faculty



Iulia Tutulan

Management Consultant
Expertise: Employee Performance
Management



Teodora Gorski

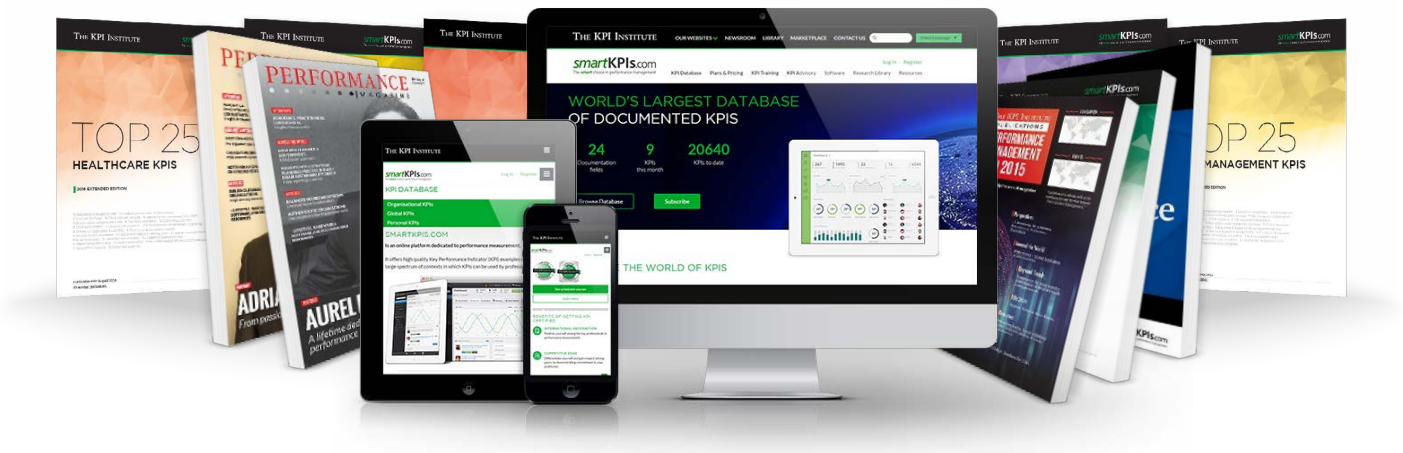
Managing Director MENA
Expertise: Performance
Measurement & Management,
Balanced Scorecard, Employee
Performance Management



Ahmed Al-Zahrani

Lead Management Consultant
Expertise: Strategy Planning
and Execution, Organizational
Development, and People
Management.

Educational resources



Course materials

- › Course slides;
- › Course notes;
- › Course quiz.

Infographics

- › The KPI Infographic.

The qualitative reports

- › Performance Management in 2012;
- › Performance Management in 2013;
- › Performance Management in 2014.

Videos

- › 11 Videos dedicated to Performance Management.

Webinars

- › Free access to all Performance Management webinars up to date.

Performance Management Toolkit

- › **Templates:** Behaviors Framework, Competencies Framework, Individual Performance Management Toolkit, Training Plan at Organizational Level, Rewards and Recognition List, Training Plan Sample for Individual Performance Management, Rewards Policy.
- › **Manuals:** Architecture and architecture levels, Informal Feedback Guide, Behaviors Framework Example, Competencies Framework Example, Performance Management Policy, Training Policy, Process Guide, Setting Objectives, Setting Competencies, Setting Behaviors.

Premium subscription on smartKPIs.com

- › Available for 6 months, providing access to 500 fully documented KPIs and over 20,000 KPIs enlisted and one research report from the Top 25 KPIs series.

Fees

Course with certification

Language	Course date	General fee	TKI members	Early bird	2 or more participants	Registration deadline
English	13 - 15 October	US \$1,900	US \$1,800	US \$1,600 by 13 September	US \$1,400	06 October



The course fees include course materials, lunch and coffee breaks. It also covers the cost of the certification process, valued at \$350, ensuring a smooth certification system.

Venue

To be Confirmed
Malacca, Malaysia

Accommodation

Accommodation is not covered by the attendance fee and it needs to be arranged separately by participants. We invite you to contact the event manager to enquire about special rates from the venue.

Organize this training course in-house

If you have a group of five or more to train you can save time and money by running this training course in-house. Use the contact details provided below to request a customized offer from one of our training solution specialists.

For more details

- The KPI Institute Marketplace
- +60 12-5911366 / +60 3 2742 1357
- office@kpiinstitute.org
- kpiinstitute.org
- LinkedIn Facebook Twitter

Human Resource Development Corporation (HRD Corp) Info

The HRD Corp starts the up-skilling of Malaysian workforce by allowing employers to receive financial assistance up to 100% to cover the training cost incurred, at both regional and international level. The increasing number of requests for performance improvement projects within your region has upgraded our services offering, bringing you the opportunity to acquire both the theoretical knowledge and practical skills for working with KPIs, now available to you through the HRD Corp program! You can claim from the HRD Corp the following:

- > Course fees
- > Daily allowance: should cover participants' meals, land transportation & accommodation
- > Airfare (If applicable)
- > [Click here for more info](#)

Registration

3 ways to register

Online

marketplace.kpiinstitute.org

Direct contact

Call us and we will assist you through the registration process.

Sasikala Annamalai

sasikala.annamalai@kpiinstitute.com

M: +60 12-5911366

Registration form

Email us with your registration details

Payment

Credit card

Pay by credit card using the online facility.

Bank transfer

1. Send an email containing your contact details and registration request;
2. An email confirmation containing the tax invoice and bank account details will be sent to you;
3. Proceed with the attendance fee payment by bank transfer;
4. Send through email the proof of the payment transaction completion;
5. A tax receipt together with the registration confirmation will be sent to you via email (after the attendance fee payment is confirmed).

Kindly ensure that your payments reflect the Total Amount of the invoice that will be presented to you. It is your responsibility to cover all bank fees due to Telegraphic / Wire transfer.

CONNECTED PERFORMANCE

SDN. BHD

(SE ASIA Division Office,
The KPI Institute)

Wisma UOA II

Jalan Pinang 21, Unit 14-13,

POBOX 50450 Kuala Lumpur, Malaysia

T: +60 3 2742 1357

M: +60 12-5911366

Registration form

By filling your contact data, you agree to receive further information about our events. Your privacy is very important to us. We will not sell, rent or share your personal information under any circumstances.

Participant details:

Mr. Mrs.

.....
First name

.....
Last name

.....
Job title

.....
Email

.....
Phone

.....
Organization

.....
Department

.....
Date of training course

.....
Training course

.....
City

.....
Country

Registration cancellation procedure

Any withdrawals have to be announced at least two weeks before the beginning of the course, through fax or e-mail. In this situation, the attendance fee will be refunded, less \$400 retained for administrative expenditure. The attendance fee will not be refunded if the withdrawal from the course takes place less than 2 weeks before its start date. If you find yourself in the impossibility to attend the course after the registration process is already completed you may delegate another person to attend the course in your place without any further fees charged. If you have confirmed and made the attendance fee payment but you didn't attend the course, the course attendance fee will not be refunded. If you attend the course only partially (one day or a limited number of sessions), you will not benefit from any attendance fee reduction or refund.

Term of Agreement

If there are no other standing agreements, this form represents a valid contract between the parties.

I agree to the above terms and conditions.

.....
Signed

.....
Date

.....
Company stamp



EUROPEAN DIVISION

SIBIU OFFICE

Sibiu City Center
Somesului Street, No. 3, 550003
Sibiu, Romania
T: +40 774 698 693

SE ASIA DIVISION

KUALA LUMPUR OFFICE

Wisma UOA II
Unit 14-13, Jalan Pinang 21, POBOX 50450,
Kuala Lumpur, Malaysia
T: +60 327 421357, M: +60 12 591 1366

MIDDLE EAST DIVISION

DUBAI OFFICE

Office 1004-01 10th floor Bay Square-01,
P.O. Box 119724, Business Bay,
Dubai, UAE
M: +971 55 787 6427

RIYADH OFFICE

Ans Ibn Malik
Al Malqa District, 13521
Riyadh, Kingdom of Saudi Arabia
T: 966535735292
M: +966555215868
E: office@kpiinstitute.org

HEADQUARTERS

MELBOURNE OFFICE

Life.lab Building
198 Harbour Esplanade, Suite 606
Melbourne Docklands, VIC 3008, AU
T: +613 7050 2557