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

Key business benefits:

- Enhance employee responsibility and productivity by implementing effective evaluations;
- Ensure equitable treatment of employees through appraisals based on results and communication;
- Improve business profits and organizational performance.

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 Resources Development Fund (HRDF) 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 7.
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.

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**  
**Introduction**

- 09:00-16:30

**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.

**Architecture**
- The link between business strategic objectives and day-to-day actions;
- Tools and techniques used in performance management;
- Visibility and accountability through employee performance management.

**Implementation project**
- Importance of a business case for an implementation project;
- Elements of a business case;
- Tools and templates used for a business case;
- EPMS project plan: objectives, activities, responsibilities, resources, budget.

**Day 2**  
**Measuring Employee Performance**

- 09:00-16:30

**Establishing performance criteria**
- Cascading objectives and KPIs from organizational to departmental and individual level;
- Defining and selecting competencies;
- Defining and selecting behaviors.

**Evaluating Employee Performance**
- Employee performance evaluation form;
- Evaluating KPI results;
- Assessing competencies and behaviors;
- Rating overall performance.

**Day 3**  
**Nurturing Employee Performance**

- 09:00-16:00

**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 Certification Exam**
- Course review;
- Certification exam.
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 (hard copy): after you have successfully completed all of the 3 stages of the learning experience.
Educational resources

Course materials
- Course slides;
- Course notes;
- Course quiz.

Webinars
- Free access to all Performance Management webinars series from 2014 to 2016.

Infographics
- The KPI Infographic.

Performance Management Toolkit

The qualitative reports
- Performance Management in 2012;
- Performance Management in 2013;
- Performance Management in 2014.

Videos
- 11 Videos dedicated to Performance Management.

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.
Facilitator

Alina Miertoiu
Senior Consultant
The KPI Institute

Alina Miertoiu is a Senior Consultant at The KPI Institute, a research institute specialized in business performance, considered today the global authority on Key Performance Indicators research and education. She is a Certified KPI Professional and her research activity in the Performance Management field has resulted in the documentation of +300 Key Performance Indicators examples.

Alina has assisted clients in the UAE, Malaysia, Romania, Bangladesh, Ghana and South Africa across a variety of industries such as public sector, utilities, manufacturing, education and healthcare.

As a research analyst, one of Alina’s significant research programs focused on developing a benchmarking study in the utilities sector for four major utilities: Water, Gas, Electricity Generation and Electricity Distribution, which comprises worldwide data.

As an educator, Alina developed, implemented and manages the tutoring program of The College of Political, Administrative and Communication Sciences from Cluj-Napoca.

Alina is currently enrolled as a PhD candidate at the Doctoral School of Public Administration. Her academic qualifications are in the field of Administration and she has a bachelor in European Administration and a master degree in NGO Management, completed by an international certification in Social Entrepreneurship issued by Erasmus+.

Testimonials

“The course is useful for companies which start to implement KPIs or look at improving the process to implement KPIs.”

Fong San Nee
Senior Project Manager
NCS Pte. Ltd, Singapore

“Easy to understand and relevant to my daily work. The samples and approaches are adaptable. I do believe that the experience of attending this training has benefitted me in a long run.”

Fahizal Hamidi Abu Bakar
Deputy Manager, KWSP, Kuala Lumpur

“It is a very good theory that should be remembered and applied when the company wants to implement the Performance Management System.”

Lily Kusuma
Senior Consultant
PT Multipolar Technology Tbk, Jakarta

“The course was very comprehensive, systematically and step by step detailed. The materials were structured and arranged in an organised flow to enable the understanding process in an easy manner.”

Yuvarajah S.Thiagarajah
HR Manager
Specific Resources Sdn Bhd, Kuala Lumpur
Fees & Venue

Course fees

<table>
<thead>
<tr>
<th>Course date</th>
<th>General fee</th>
<th>TKI members</th>
<th>Early bird</th>
<th>3 or more participants</th>
<th>Registration deadline</th>
</tr>
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<tbody>
<tr>
<td>20 - 22 February</td>
<td>US $1,290</td>
<td>US $1,190</td>
<td>US $1,090</td>
<td>US $990</td>
<td>13 February</td>
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The course fees include course materials, lunch and coffee breaks. It also covers the cost of the certification process.

Human Resources Development Fund (HRDF) Info

The HRDF 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 HRDF program! You can claim from the HRDF the following:

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

Venue

Certified Employee Performance Management Professional will be hosted at one of the iconic five-star hotels, located at the very heart of the city of Penang, 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
- +603 2742 1357
- joanne.khong@kpiinstitute.org
- kpiinstitute.org
- Linkedin
- Facebook
- Twitter
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 11 3303 2135

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.

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 ____________________________