

Seminar Title

THE PRACTICE OF PERFORMANCE MANAGEMENT AND EVALUATION

Introduction

To work is an option. When Employees (Leaders & Workers) work they look to be rewarded with Money + Self-Esteem. Self-esteem can be served to the employee only by his immediate Supervisor whilst HR takes care of the Money factor. The absence (or the lack of it in the Company) of the dispensation of Self-esteem is the real reason companies cannot attract or retain reliable employees (Leaders & Workers). By the way, it's SELF-Esteem and NOT Esteem. Put in place and in operation the practice of performance management and evaluation, which is both valid and reliable.

Learning Objective

On completing this learning, Managers or Supervisors will practise the effective management system of getting results by motivating people through a systematic process of work planning, implementation, management and evaluation, as they learn how to

- * plan the performance of their supervisees;
- * construct meaningful goals with performance standards and deadlines;
- * train, coach and orientate supervisees to improve their performance;
- * conduct effective Supervisee performance appraisal;
- * enhance managerial skills such as listening, feedback and delegation are essential for performance management; and manage and motivate their subordinates to achieve pre-determined results.

Seminar Topics

*** Management**

- The role, functions and responsibilities

*** Managing Performance**

- What am I supposed to manage?
- How do I effectively do this?
- The work behaviour-rental agreement
- How to manage the work behaviour of people? Who are these people?
- How to make motivated people give you the results you want and more?

*** Work Planning**

- Writing goals using the Critical Incident source, the Job Description source and Performance Appraisal source
- Setting performance standards and deadlines
- Writing action plans for implementation

* Providing Feedback, Coaching & Counselling For Results Achievement

- Guide your subordinates to success
- Provide feedback as and when needed
- Train, coach and discipline as appropriate
- Regular performance review and improvement

* Conducting The Formal Performance Appraisal

- The objectives of performance appraisal
- The role of the Appraiser in formal performance appraisal
- The Appraiser prepares himself for the open appraisal
- The Appraiser counsels the Appraisee to prepare for the open appraisal and how to respond to a formal appraisal
- The Appraiser and Appraisee conducting the open appraisal
- Providing and receiving feedback as they review the Appraisee's past performance
- Mutually agreeing on goals and action plans of the Appraisee for the succeeding evaluation period

For Whom

Specifically for SMEs – the Chief Executive of the Company and/or Senior Managers

Method of Instruction

A highly interactive style to allow for sharing, exchange of views and needed Solutions with emphasis on HOW to apply to get RE\$ULT\$.

Duration

5 hours (10:30am to 4:30pm)

Fee

\$350 plus GST per Participant (Include Handouts, Lunch and Refreshment)
