

Course Title: Set Key Performance Indicators (KPIs) And Goals For Achievement

Introduction

How do you get someone to WORK if you don't set goals complete with key performance indicators (KPI) or tasks (for rank and file employees) with performance standards and deadlines so as to provide regular feedback and coaching and to evaluate performance or results?

Learning Objective

On completing this learning, together with their team members (supervisors/subordinates), participants will write and get joint agreement on KPIs or SMART work goals and action plans together with performance standards and deadlines for implementation and achievement.

Course Contents

- **The Principles of Goal Setting**
 - Planning to Set Goals for Achievement?
 - Determining KPIs, Performance Standards and Deadlines
 - Setting Goals and Action Plans
 - Achieve and Produce Results Through Teamwork
 - Get Commitment & Delegate Effectively
 - Orientate, Train and Coach Your Subordinates
 - Manage for Results & Progress
 - Enhance the Productivity of Your Team
 - Evaluate Performance & Achieve Better Results
 - Prevent, Solve & Manage Problems
- **Setting Goals & Action Plans for Yourself & Your Subordinates**
 - The Job Description Approach
 - The Critical Incident Approach
 - The Performance Appraisal Approach
 - The Problem-Solving Approach
 - Summary of "Management by Objective & Goal Setting"
- **Managing Performance to Ensure Success**
 - Fundamental Skills of Coaching
 - Building Rapport & Listening Skills
 - Asking Questions and Supportive Feedback
 - Providing Self-Esteem
 - Measuring & Understanding Employees
 - Measure Performance Against Goals & Objectives

- Preparation of KPIs for Oral Presentation by Course Participants (Group Discussion)
- **Group Oral Presentations of KPIs with Video-Recordings**
- **Playback of Video-Recordings**
- **Self-Reflection, Peer Evaluation and Trainer Comments**
- **Review of Pre-Course Analysis**
- **Summary & Conclusion**

For Whom

First-line Executives, Supervisors, Professional staff upward to Managers including Section, Department and Division Heads.

Method of Learning

Highly interactive and effective method of action learning. Lectures in between group sessions will provide the channel through which the course leader reinforces participants' learning and shares his experience. Practice and critique sessions will be emphasised.

Date and Duration

Date: Wednesday, October 25, 2017

Course Time: 9am to 5pm

Duration: 7 contact hours

Course Fee

Course Fee inclusive of GST (7%)

\$340/- (includes 2 Tea Breaks, Course Package Materials. Lunch is excluded)

Venue

3 Temasek Avenue, Level 21, Centennial Tower, Singapore 039190 (Next to Promenade MRT Station)

Course Facilitator

Francis Soh Kok Yuen

Mr Francis Soh holds a Master of Science Degree in International Marketing from the University of Strathclyde (UK), among other academic and professional qualifications in marketing management (CIM), marketing communications (CAM) and training management (ITD). He is also a Certified Manager & Assessor of the People Developer Quality Standard by the Singapore Civil Service College and the PSB Academy and an ACTA certified trainer & assessor. Mr Soh was awarded a Certificate of Commendation for outstanding performance in training & development by the Singapore Institute of Management concurrently with the Institute of Training & Development (UK) in 1990. He also received a 5-Year Long Service Teaching Award from the Singapore Institute of Management (SIM) in February 2002.

Mr Soh has about 15 years' industry experience in retail merchandising and management, marketing communications, sales & marketing management and training & development management/consultancy. He also worked for about 8 years in an academic position with a tertiary education institution in Singapore.

Mr Soh has conducted human resource & other supervisory/management training programs overseas (for example in the Middle East, Beijing, Malaysia, Vietnam, Thailand, Myanmar & Laos), and locally for business organizations ranging from small and medium enterprises to the Singapore Food Industries, NCS Computers, Tanglin Trust School, Management Development Institute of Singapore (MDIS), Civil Service College, TME Systems Pte Ltd, Autotype International (Asia) Pte Ltd, Pratt & Whitney Canada, Valle Verde Pte Ltd, Trakindo Utama Services (S) Pte Ltd, Singapore Airlines Terminal Services (SATS), OTIS Elevator Company, Sandvik SEA Pte Ltd, EM Services Pte Ltd, Jurong Port Pte Ltd, PowerSeraya Ltd, Airfoil Technologies Singapore Pte Ltd, Estee Lauder Travel Retailing Inc, Swarovski Singapore Trading Pte Ltd, Shimano Singapore Pte Ltd, The Timberland Company (Asia-Pacific) Pte Ltd, LianBee-Jeco Pte Ltd, TNT Express Worldwide (S) Pte Ltd, Baker Hughes Inc, WEST Pharmaceutical Services Pte Ltd, Panasonic Factory Solutions Asia Pacific Pte Ltd, Nestle Singapore Pte Ltd, Cash-Converters Asia and Mount Alvernia Hospital.

He is also an experienced consultant in the implementation of organizational service quality excellence, and one of his signature work was the "SMART! Service Excellence Program", where he was contracted to deliver 26 runs at the Mount Alvernia Hospital, and where he has completed follow-up implementation consultancy services.

He also conducted the Tourism Management & Marketing Course for the Integrated ASEAN Initiative (IAI) Training Program in Vietnam, Laos and Myanmar in 2006. His most recent project is the involvement in providing human resources consultancy for the Solomon Islands Port Authority located in the Pacific Archipelago from 2013 till 2015. Mr Soh has also recently conducted the International Business Trade Communication

Program on contract with the Ministry of Foreign Affairs in Vietnam, Myanmar, Laos and Cambodia between August 2014 & February 2015. Mr Soh was also one of the speakers for Business Excellence in JSPP21: Better Productivity for SMEs organized for participants from Brunei, Cambodia, Kenya, Laos, Mozambique, Namibia, Nepal, Rwanda, Timor-Leste and Vietnam in 2016.

Contact

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