

INTERNATIONAL TRAINING PROGRAM

Performance Management and KPI Setting



Training Schedule:

19-20 July 2017

8:30 am – 5:00 pm

Venue: Hotel (TBC)

Language: English

Deadline:

03 July 2017

Course Objective:

By the end of this course you will be able to:

- Distinguish the difference between day-to-day activities, KPIs and overall aspect of performance management
- Understand and Write KPI in a professional manner inculcating a sense of commitment to the organization's KPI
- Demonstrate the skills involved in each of the four steps of performance management
- Discover techniques of writing KPI and goal statements using the S.M.A.R.T principle

Target Audience

Financial, Operational, IT and External Auditors' Audit Managers' Corporate Attorneys' Information Security professionals', senior management, bank credit and risk management, operational controllers, risk officers, business owners, and all those who seek to detect, prevent and investigate fraud attempts in their organizations.

Training Fee:

- Direct Member:

USD 300 Nett/person

- Member of GMAC, MBCC, CMA, IBC, ACRA, BBAC, EuroCham, AMCHAM, MAC:

USD 325 Nett/person

- Non-Member:

USD 350 Nett/person

Fee is inclusive of lunch and learning materials. Certificate of completion provided.

Course Content:

MODULE 1: INTRODUCTION TO PERFORMANCE MANAGEMENT (PM)

- Performance Management vs Performance Appraisal
- Performance Appraisal and Its Purpose

MODULE 2: DIFFERENT ROLES AND TEAM LEADER'S QUALITIES

- Role of an Appraiser
- Role of a Appraisee
- C.O.C.A Qualities of a Team Leader (Connecting, Observing, Communicating and Assessing)

MODULE 3: PLANNING, PREPARATION AND SETTING OBJECTIVES

- Setting the Stage (Pre, During and Post)
- Importance of Setting KPIs

MODULE 4: DEVELOPING METRICS AND KEY PERFORMANCE INDICATORS (KPIs)

- Importance of Setting KPIs
- Definition of KPIs
- Why Use KPIs
- Types of KPIs

MODULE 5: LINKING ORGANIZATIONAL GOALS TO INDIVIDUAL GOAL ALIGNMENT

- Linking Corporate Strategy to Departmental/ Team Objectives and Individual Objectives (Directors, Managers, Executives, Support Staff)
- Aligning Workforce Performance to Organizational Objectives

MODULE 6: CHARACTERISTICS OF GOOD KPIs

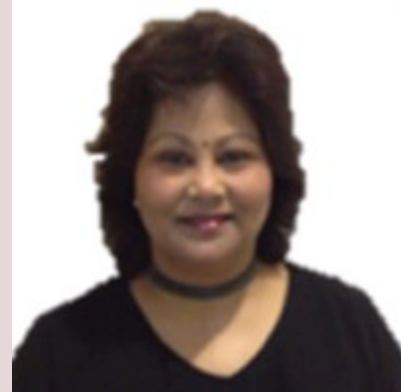
- Understanding the Concept of KPI and Key Principles
 - * Characteristics of good KPI the SMART way
 - * Basic rules of developing Metrics
- Pitfalls to Avoid
 - * Common errors
 - * Surprises

MODULE 7: GIVING AND RECEIVING FEEDBACK

- Feedback Models
- Providing Development and Constructive Feedback

MODULE 8: CRITICAL SUCCESS FACTORS

- Purpose of having clear strategy
- Determine employee's expectations and gaining commitment
- Communication strategy
- Commitment from all levels i.e. company, manager and employee



Trainer Profile:

Ms. Lekitha Sivalingam is a proven leader with a wealth of over 25 years of professional working experience in the area of Human Resources. Her humble start in her career as a young and dynamic personnel gained recognition of excellent work performer and over the years, she progressively moved up the career ladder with her last position being a People & Culture Director of Taylor Nelson Sofres Malaysia Sdn Bhd.

In the course of her professional career and as a credible visionary, Lekitha successfully developed and implemented HR initiatives such as employee orientation, employee communication, employee handbook, training needs analysis, policies & procedures, group salary & benefits administration, performance management system and customized in-house training programs.

With both her specialist as well as generalist experience, Lekitha played a key role in providing human resource consultancy service to her previous organization in establishing, managing and aligning HR with business strategies. Lekitha has contributed to the success of managing change and transition during the merger exercise with two largest Research Agencies in Malaysia in 2003 and 2009 respectively.

012 634 077

010 710 267/012 888 617

For further information and registration, please contact:

training_executive@camfeba.com

training@camfeba.com

www.camfeba.com