

PERFORMANCE MANAGEMENT SKILLS (2-DAYS)

All organizations have people -- they have human resources. Regardless of the size of an organization or the extent of its resources, the organization survives -- and thrives -- because of the capabilities and performance of its people. Companies carry out its mission through the individual and collective contributions of its employees. To achieve their best, staff members need to know that those contributions will be recognized and acknowledged. The performance evaluation is part of an important process of performance management and feedback. It provides an excellent opportunity for Management to communicate with their employees about performance, evaluate the employee's job satisfaction and make plans for the employee's future performance. The performance evaluation exercise is important as it enable a manager/supervisor to assess the quality of his staff and to take appropriate steps to correct weaknesses and build on strengths in carrying out the functions of his team.

OBJECTIVES

Design Phase: Consultant shall review company's current Performance Management System (PMS) Form with the purpose of enhancing it to align to current best practices e.g. recommend weightage for KPIs versus Competencies/behaviors. SMART CONSULT will:

- Conduct a sample audit of past PMS Forms to determine "what's working" and "what's not", common pitfalls of system users and rating accuracy.
- Review the Key Result Areas (KRA) to ensure that it is well defined and granular enough for people to assess performance in the KRA Objectives and Competencies.

Implementation Phase: The main focus of this phase is training for both appraisers and appraises. The surveys and experience gathered from many years confirm that users (appraisers and appraises) need proper training for the PMS to work. Comprehensive PMS training often covers the entire PMS Cycle as follows:

- Performance Planning – focused on the purpose of PMS, how to set measurable/SMART goals aligned to organizational/divisional goals, and how to gain commitment from employees.
- Performance Review – focused on review discussions using effective feedback and coaching skills and how to use the rating scale during the year-end review.

The consulting services shall focus practice on key assessment concepts and applications for both appraisers and appraises. Learning experience through workshop sessions provides knowledge, tools and skills for effective implementation as the assessors/assesses takes the lead in planning, tracking and reviewing performance consistently, accurately and fairly. This program is a must for leaders/supervisors who want to learn how to take their team to the next higher performance levels.

METHODOLOGY

The project module covers all staff including individuals, supervisors and management assessment activities (workshop format) where the self-assessments are actual (real) performance evaluations that make the development program come alive and ensure participants translate the principles into personal action plans and practice.

Upon completion of Project, participants should be able to:

1. Understand the objectives and principles of evaluating the performance of employees
2. Understand evaluators' roles in performance evaluation
3. Understand problems in evaluation and learn strategies needed to address it
4. Learn guidelines on preparing and conducting performance evaluation meetings
5. Conduct the performance assessment exercise in a consistent, thorough, fair and precise manner.

TARGET AUDIENCE:

Leaders, Managers, Executives, Supervisors, Line Leaders or any level of employees who have subordinates.