

# PERFORMANCE MANAGEMENT & KPI SETTING



MALAYSIA HR FORUM ACADEMY  
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KPI



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## Module Overview

An effective Performance Management System is critical to ensure the resources of company are used optimally to create a high-performance culture in the company. These 2 days course aims to equip participants with basic knowledge of the Performance Management System, and detailed knowledge and skills on how to set an effective and well aligned KPI.

## Learning objectives

The main learning objective of this course is to provide participants with:

- Knowledge of the whole Performance Management System cycle and timeline.
- Knowledge, skills and tips on how to craft a SMART KPI.

## Targeted Participants

This course is intended for Senior Management/ Middle Management/ HR personnel who would like to establish or improve Performance Management system in their company, especially on the part of setting KPIs.





## Method of Training

The course will be conducted in an interactive learning mode in order to encourage active learning among the participants. Methods of trainings used includes group discussions, slides presentation, role play, assessments, games and opportunity for self-reflection and action planning.

## Learning Outcome

At the end of the course, participants will be able to;

- 1.Explain the 4 stages of PMS.
- 2.Explain the process of carrying out a good Performance Planning stage; from setting company KPI to individual KPI.
- 3.Gain some tips and best practices on setting good KPI
- 4.Bring home some drafted KPIs which was reviewed by trainer in the class.

## Duration

2 Days



## Contents Day 1 | 9 am - 5 pm

### Module 1: Introduction to PMS

- Definition of PMS
- Importance of PMS
- Elements of an effective PMS
- Stages of PMS
- Common Timeline of PMS

### Module 2: Stage 1 of PMS – Performance Planning

- Introduction to Stage 1 of PMS: Performance Planning
- Elements in Performance Planning
- The Balanced Score Card (BSC) Perspectives
- Conducting a powerful Strategic Business Planning
- The cascading effects
- Setting Company, Division/Department and Individual KPI
- Importance of Competencies

Homework: Drafting KPIs





## Contents Day 2 | 9 am - 5 pm

### Quiz to recap Day 1

### Presentation of Draft KPIs & review by Trainer.

### Module 3: Stage 2 of Performance Monitoring

- Using coaching as performance monitoring tool
- Best practices of performance monitoring

### Module 4: Introduction to Stage 3 of PMS: Performance Review

- Elements in Performance Review: Performance Chats and Appraisals
- Watch out: Traps in conducting effective appraisals
- Preparation for a smooth sailing appraisal session

### Module 5: Stage 4 of PMS – Performance Reward

- Introduction to Stage 4 of PMS: Rewards & Consequences
- Managing poor performers – Performance chats and PIP (Performance Improvement Program)

### Closing :

- My 3 Commitments!

