

Effective Performance Management

by Matthew James



Decide with Confidence

INTRODUCTION

The process of setting performance targets and having effective review and feedback is a challenging one. This workshop seeks to equip appraisers with the skills, know-how and techniques to manage the whole performance management cycle. Participants will be taken through the process of understanding the importance of regular performance reviews, learn how to develop performance benchmarks for their staff as well as understand the performance appraisal process. Other vital skills such as giving feedback, managing criticism and dealing with problem performers will also be discussed.

LEARNING OBJECTIVES

On completing this program, participants will:

- Recognize the importance of having a performance review and appraisals process for employees
- Learn how to set performance targets
- Develop skills in observing and giving feedback, listening and asking questions, for effective coaching and improved performance
- Learn how to conduct an effective appraisal interview process in a supportive atmosphere
- Learn how to conduct the interview by dealing with the following scenarios:
 1. Giving performance feedback
 2. Praise and positive feedback
 3. Criticism and negative feedback
 4. Maintaining exceptional performance
 5. Developing average performance
 6. Dealing with problem performance
 7. The Do's and Don'ts when giving feedback

COURSE OUTLINE

IMPORTANCE OF PERFORMANCE REVIEWS

- Understand why individual goals must be in alignment with corporate goals
- To understand the use of performance management to help the organization achieve its strategic goals
- To use performance management as a tool effectively, measure, manage and communicate what is needed in achieving the organization's strategy

PLANNING FOR PERFORMANCE

- To ensure performance planning is effectively conducted where goals and objectives are established within the framework of agreement
- To integrate performance measures, benchmarks, and goals in order to achieve optimal results
- Define the responsibilities of using a Performance Agreement
- Identify the elements of S.M.A.R.T. goals
- Specify the three guidelines for setting realistic goals
- Measure goals with the relevant methods

COACHING AND MENTORING FOR BETTER PERFORMANCE

- Determine the difference between a coaching situation and a counseling situation
- Identify the benefits of coaching and counseling employees
- Describe characteristics of effective coaches and counselors
- Identify work situations that require coaching or counseling
- Identify how to prepare for a coaching and counseling situation

GIVING EFFECTIVE FEEDBACK

- Identify why you need to be sensitive when providing performance feedback
- Identify two types of barriers that impact communications
- Identify communications by sending messages that are consistent verbally, visually and vocally
- Improve communications by applying the five tips for effective communications
- Identify four types of feedback
- Identify different personalities and how to motivate and communicate with them
- The Do's and Don'ts when giving feedback
- Understand the impact of each type of feedback on the performance of an employee
- Give effective feedback to employers

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ABOUT THE TRAINER – MR MATTHEW JAMES

Matthew holds a Bachelor in Mass Communications (University of Newcastle, NSW) and is a certified trainer by the Leadership Institute of America. He has twelve years of experience in public relations, corporate communications and media management. He started his professional career as a public relations practitioner at the Singapore Economic Development Board. During his five-year tenure at the board, he was involved in corporate communications, events management and editorial work.

Matthew has extensive experience in conducting highly successful workshops in business writing, EQ and interpersonal skills, teambuilding, presentation skills and media relations. He also actively conducts training workshops in the region. He has been invited by global conglomerates to facilitate workshops in China, India, Thailand, Vietnam as well as Malaysia. Some of his local clients include Singtel, Chevrontexaco, Land Transport Authority, Nokia and the Singapore Police Force.

Matthew is also a strong proponent in the development and understanding of the role that human behavioural science has to play in personal and organizational learning and development.

Some of Matthew James's Satisfied Clients

Land Transport Authority	Inland Revenue Authority of Singapore
Housing and Development Board	National University of Singapore
Singapore Police Force	Singapore Polytechnic
Central Provident Fund Board	Powerseraya
Republic of Singapore Air Force	Singapore Food Industries
Singapore Power	Singtel
Maritime Port Authority	Nokia
Defence Science and Technology Agency	Samsung Asia
Singapore Sports Council	Caltex
Immigration and Checkpoints Authority	Jones Lang LaSalle
Mitsubishi Corp	Singapore Prison Service

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Date: 3rd March 2010, 9am – 5pm
Venue: Concorde Hotel Singapore (Formerly Le Meridien Orchard Singapore)

Fee: [] S\$395 for D&B Subscriber [] S\$480 for Non-subscriber
(Includes materials, refreshments and lunch)

- Approved for SDF Funding (eligibility criteria apply) – Applicable only for Cheque/GIRO payment
- Up to S\$4 per training hour SDF funding for SMEs (eligibility criteria apply)
- Up to S\$2 per training hour SDF funding (eligibility criteria apply)

EARLY BIRD – Fax in your registration before 3rd February to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

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Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances.