



First Select

Performance and Productivity Management

Date	Venues	(\$)Fees	Book your seat
07 Dec -11 Dec 2025	Kuala Lumpur	3300	Register Now

Managing Performance Strategy is the single most important activity a company can undertake. As an organization (or a department), you need to know where you are going and how you will get there. You also need to be planning your next destination during the current journey. If you do not know where you are going, how will you know when you get there? Worse still, if you don't know where you are going, it does not matter whether you get there or not!

On the other hand an organization that has a strategy, a plan to achieve the strategy and the skills to carry out the plan is much more likely to succeed. There are ten key principles that an organization must have in place.

Course objectives:

- The ten key principles which underpin effective performance management
- The importance of being customer focused
- How to value people as part of strategic performance development
- Methods of establishing levels of performance
- How to make the links between aspirations and actuality
- How the use of behavioral competencies will help
- The four steps of performance management
- The skills involved
- How to develop a continuous learning culture
- How to make the links into pay

Who should attend?

The seminar is designed for all senior personnel who have the responsibility for leading, managing, negotiating performance plans, their design and implementation. The program is designed for HR Professionals, Line Managers, Team Leaders and Supervisors. Those who have to get work done through others but who have no formal authority would also greatly benefit from this course.

Course Outline:

Productivity Defined:

- Value-added
- Organizational Versus Individual Productivity
- Customer Focus

Creating a High Performance Culture:

- The ten Key Principles
- Intellectual Capital
- Human Capital
- Employees, Customers and Profits
- Strategy and Planning
- Enterprise Performance Measures
- The Psychological Contract
- Motivation Theory
- Links between Motivation and Goals
- Values and Competencies
- Dealing with under-performance
- Becoming an “Employer of Choice”
- The parallel universe
- Managing Change

Managing Performance:

- Performance Management Philosophy
- Continuous Learning
- Management Style
- Performance Management with teeth
- Guided Distribution
- Job Satisfaction
- The performance gap
- The PM process itself
- The four stages
- Coaching
- The Ask/Tell matrix
- Messages for Leaders
- The case for Performance Management
- Behavioral Competencies

The Approach and Skills Needed:

- Giving feedback
- Interpersonal Skills
- The case for Performance Management
- Introducing Performance Management
- Making forced distribution fair
- Purpose of reviewing performance
- Company view
- Employee view
- Coaching

- 70/20/10 development rule
- Competencies
- Appraisal case study
- Tasks v Skills v Competencies v Objectives
- Rating scales
- Development
- Learning Strategies

Performance Management Solutions:


- Summary of the PM process
- The Employees point of view
- Empowerment
- SMMART Objectives
- Coaching
- Appraisal Interviews
- Tasks v Skills v Competencies v Objectives
- Effective Influencing
- Coaching and Appraisal
- Performance Appraisal


Putting it all together:


- The use of Competencies
- Making the links into continuous learning
- Career Planning
- Links into pay
- Performance contracts with suppliers
- Team performance issues
- Case Study

WORKSHOP STYLE

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.

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