



# Performance Management Essentials

## Introduction:

Performance Management is one of most important component of Human Resource Management. Not only HR professionals but supervisors, mid management are also playing vital role for Performance Management. This workshop will focus on major component of Performance Management and essential parts of PMS to make PMS successful.

## Key Learning Objectives

- Understanding performance management
- Why performance management is important.
- Phases/Components of a performance management system
- The performance management process

## Brief Contents:

- Introduction to Performance Management
- Elements of Performance Management
- Phases of Performance Management: PEAR
- Performance Review Discussion – OGPC method
- Know your employee: Ability vs behaviour
- Managing underperforming and difficult employee

## Detail Contents:

- A. Introduction to Performance Management
  - a. Definition – Analogy: Driving a car
  - b. The Principles of PM
- B. Elements of a Performance Management System
  - a. Formal Compensation Philosophy Statement
  - b. Salary Administration Program
  - c. Formal Audit/Success Rating
- C. 10 Key Objectives of Performance Management
- D. The Performance Management Process
- E. Phases of Performance Management P.E.A.R.
  - a. Planning
  - b. Execution
  - c. Assessment
  - d. Review
- F. The Performance Review Discussions – Telling it as it is – O.G.P.C.
- G. Knowing Your Employees – Ability versus Behavior
- H. 4 Key Reasons Why Employees Don't Perform
- I. Managing Underperforming and Difficult Employees
  - a. Defensive Reactions – Fight and Flight
- J. Summary



#### Features of the Program:

- **Duration:** 4 hours
- **Date:** 22 January 2021
- **Time:** 3 pm to 7 pm BST / 9 am to 1 pm GMT
- **Mode of Delivery:** Online LIVE via zoom
- **Interaction:** Yes, interactive session
- **Exercise:** Yes there will be exercise to do
- **Certificate:** Yes, Electronic Certificate will be issued
- **Material:** Delegate will receive electronic workbook for the program

#### Endorsement/ Recognition by International Body:

This Program is recognized by Society for Human Resource Professionals – USA for recertification credit for their Certification Program

“This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®.”



This program is also endorsed by International Professional Accreditation Council – Singapore [[www.ipacglobal.org](http://www.ipacglobal.org)]

#### Trainer's Profile: Mr. Azizan Amir, Malaysia

Azizan has worked with government and private corporations including Fortune 500 companies on critical initiatives including succession planning and management, performance management, competency development, change management efforts and integrated talent management transformation programmes. He was previously the Country HR Leader for General Electric Plastics Malaysia, Group GM (HR) for a Khazanah co., Senior Manager OD & Succession at MIMOS, Senior HRM at Philips Semiconductors Malaysia and at Emerson Process Management, and Principal Consultant with Human Performance Consulting. He has an extensive background in talent management, learning and development, performance management, leadership development, succession planning and compensation management. He was recipient of the 2003 Human Resource Minister's Award, 2005 National HR Development Award, 2010 HR Achievement Award, and 2017 UK International Quality Crown Award. Azizan attended Harvard Business School (Agribusiness), Northern Kentucky University (Ind. & Prof. Chem.), MIT (Dip App. Sc.), MIHRM (CIPM).