

## Introduction

Managing the performance of employees is often confused with their appraisal. Performance appraisal only one component of a complete performance management system. This system would typically start by identifying Key Performance Indicators (KPI's) which has historically emerged from the Key Result Areas (KRA's), that formed the basis of 'Management by Objectives' (MBO).

The two pillars of this system are built on the definition of Performance – The competencies required for an employee to perform (behave) and the results desired (objectives achieved). The common linkage is that both need to be measured (standards). If performance cannot be measured, it cannot be appraised or developed objectively.

And development should be one of the key factors in managing performance, where coaching, counselling and training, as well as on the job experience, are essential processes. In an appraisal system, results (output), and performance (input) and the competencies that exist or need developing would all be measured.

Thus, learning and training needs analysis would also be an essential element of a performance appraisal and management system.

## Workshop Contents

- Influence of Personality, Gender and Culture on Thinking and Learning
- What is Performance?
- Performance Management
- Key Forces Which Impact on Human Performance
- Common Characteristics of Peak Performance
- Training and Development Plan to Enhance Employee Performance
- A Performance Enhancement Model
- Setting Performance Goals and Standards
- Relationship Between Stress and Performance
- Measuring Performance
- Performance Evaluation: Some Research Findings
- Using a Competency Based Approach
- Coaching, Training and Development
- Skills in Giving Feedback
- Linking Appraisal to compensation
- Designing a system that works.
- Personal Development Action Plan (PDAP)

## Learning Objectives

*By the end of this program, participants will:*

- Understand how personality, gender and culture influence thinking, emotional and learning styles.
- Recognize a range of different thinking styles and types related to this program.
- Understand the Performance Management System and processes, including counselling, coaching and appraisal,
- Understand the relationship between performance enhancement and peak performance
- Know how to set performance related goals and standards – especially in relation to Managing by Objectives (MBO)
- Understand the processes and skills required to give effective performance feedback
- Be able to design an appraisal system and conduct a review session.
- Assess the merits of different appraisal systems from closed to open, from top down only 360 feedback.
- Evaluate the cultural aspects of measuring performance and giving feedback.
- Develop a personal development action plan

## Workshop Methodology

A key and unique feature of this workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant's to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop .

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Where appropriate, selected multimedia, video or power point visuals augment a comprehensive manual of notes. The workbooks are professionally laid out, appealing to the learner and capturing key learning points and post workshop actions

## Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client's needs.

**Brain Dynamics Global**

No:7, Jalan 16/3, 46350 Petaling Jaya

Tel: (603) 7957 1130 Fax: (603) 7957 4571 E-mail: admin@bdglobal.org