



## Managing KPI-Based Performance and Appraisal

**HRD Corp Claimable (SBL-Khas)**

In an increasingly competitive global business environment, increasing costs, lowering margins and coupled with competition from regional and world players, local companies are hard pressed to meet performance targets. And to meet these targets, the organization needs to manage the performance of employees, and to have a total system to do so.

This program will provide an overview of the necessary components to build just such a system, with tips on how to carry them out effectively at each stage.

### Objectives

Upon completion on this programme, participants will be able to:-

- Set departmental targets that are aligned with organizational goals
- Set effective work targets, using Job Analysis and Job Descriptions to identify KRAs to set S.M.A.R.T. KPI-based goals for individuals to achieve
- Look beyond performance appraisal to performance management
- Describe the process of Performance Appraisal and know how to conduct an effective appraisal interview without slip ups
- Link performance to rewards
- Understand the Balanced Scorecard Approach
- Know about Industrial Court's rulings on proper P.I.P.

### Course Requirement

- Stable Internet Connection
- Webcam and Earphones

### **Module 1: Job Description's link with Performance Management**

- Goals and Objectives of Organisations and Importance of Achieving Targets
- Linking Organizational success and Employee Performance
- Determinants of Employee Performance
- What is a Job Description
- Effective Job Description Format for Managing Performance
- What is a Job Analysis and how it is done
- The Importance of Job Descriptions in Performance Management – How to use Job Descriptions to Set Effective and Relevant Targets
- Performance Management Approaches
- Performance Appraisal Methods

### **Module 2: Setting KPIs**

- SMART Goal Setting
- What is a Key Result Area
- What are Key Performance Indicators?
- Characteristics of a good KPI
- Examples of Effective KPI
- Examples of Ineffective KPI
- Common Barriers to Effective Appraisals – Why Appraisals Fail
- Linking Performance to Pay – Understanding Rewards, Merit Increment and Pay Adjustment Matrix

### **Module 3: Effective Performance Appraisal and Pitfalls**

- Common Appraisal Approaches
- Common Reasons for Appraisals to Fail
- How to Ensure Successful Appraisals
- Linking Outcome to Rewards

### **Module 4: Managing Below Par Performers**

- Monitoring Performance
- The P.I.P. Approach – Requirements for Fair P.I.P and Pitfalls to Avoid
- Counselling and Warnings
- Final Recourse for Non-Improvers

## When & Where

**15 & 16 May 2024**  
(Wed & Thurs)  
9.00 am to 5.00 pm

**Remote Online Learning**  
- Zoom

## Who Should Attend

Managers, Executives and other Individuals who are responsible for assessing the performance of their subordinates

## Training Investment

**RM 1,300** per participant (inclusive of Service Tax, Online Course Materials, E-Certificate of Attendance)

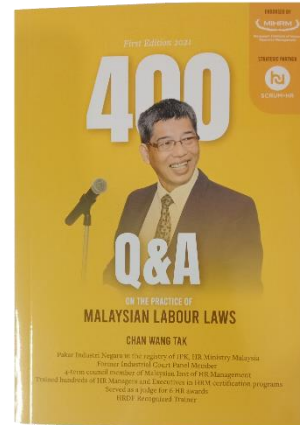
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## Trainer's Profile

### Chan Wang Tak

#### Current:

- **Author** of "400 Q&A on the Practice of Malaysian Labour Laws"
- Recognized **Pakar Industry Negara** by *JPK Malaysia*
- **HR Consultant** for *MNCs, GLCs, SMEs*
- Elected **Council Member** of *Malaysian Inst of Human Resource Management*
- **Lecturer** for Certified HR Manager training program
- **HRDF certified trainer** for HR Management and other soft skills courses
- Trains in **3 languages**
- Certified **RPL assessor**



#### Formerly:

- Industrial Court Panel Member
- Group HR Manager of public listed company
- HR Manager of semiconductor company
- Guest lecturer at pvt university

#### Experience:

- Represent client at labour court
- Develop salary structure, perform salary review for clients
- Conduct TNA and HR Audit
- Review, revise HR polices and contract of service, write HR policy manual & employee handbook
- Reorganizing and re-training HR Dept for client
- Set up training department for client on turnkey handover basis.
- Negotiate collective agreement

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## Contact Us

**Carriera Academy Sdn Bhd**

Download our company profile [here](#)

Tel: 017-7679688 (Steph)

Email: [trainings@carriera.com.my](mailto:trainings@carriera.com.my)