



MARKETING
INSTITUTE OF
SINGAPORE

LEADERSHIP

Employee Performance Management for Managers & Leaders

Why You Should Attend This Course:

This course aims to enhance your self-awareness and capability and provide tools and techniques that will assist to achieve optimal results through the effective management of individual's performance. Through the use of communication models you will learn how to conduct "difficult conversations" that address underperformance in a way that promotes a results-driven and motivating working environment. In addition, learn how to manage high potential employees to ensure that are challenged, motivated and contributing to the success of the organisation.

Learning Outcome:

- Understand how effective performance management can improve motivation, enhance organisational effectiveness and increase productivity.
- Effectively set objectives that are aligned with organisational outcomes.
- Learn the fundamentals of continually reviewing performance and how to conduct effective review discussions.
- Effectively manage your underperforming employees and develop a plan of action.
- Prepare and execute effective conversations with your employees, peers and managers.
- Practice key aspects of a discussion you will need to conduct.
- Identify methods of developing your high potential employees.
- An understanding of 360 degree feedback, its use, purpose and methods.
- Develop an action plan to assist in converting your learning into action.

Course Outline:

Understand What Performance Management Is

- Review of the importance and use of performance management
- Types of performance management systems
- Performance management cycle and options
- Identify current situation in your organisation, what are the gaps?
- Action plan – current vs. future state of your performance management system

Setting Objectives

- Understand the process and system of identifying performance objectives
- Objectives start at the top
- What are performance objectives?
- Outcome vs. behavioural objectives
- How to write SMART performance objectives
- Activity – Writing objectives, team and individual
- Action Plan – current vs. future state with regard to objective setting in your organisation

Reviewing Performance and Evaluating Employees

- How to review and evaluate performance
- Don't forget the word "Praise"!
- Traps and pitfalls, unconscious bias
- Subjectivity in reviewing performance and how to minimise it
- The performance review discussion, when, how, what, who?
- Action Plan – current vs. future state with regard to reviewing performance

Growing High Potential Employees

- Workforce planning and mapping
- What are high potential employees?
- Identifying high potential employees
- Motivating high potential employees for enhanced results
- Activity – Motivating your high potentials
- Action plan – current vs. future state with regard to managing your high potentials

Date:

7–8 Mar 2012

3–4 May 2012

Course Fees:

S\$780.00

MIS MEMBER:
20% OFF

For Course Enquiries

Web:

www.mis.org.sg/seminars

Email:

seminars@mis.org.sg

Tel:

6327 7586 / 583/ 582

Fax:

6327 9741

51 Anson Road #03-53
Anson Centre (S)079904



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Having Difficult Conversations with Employees, Peers and Managers

- What are difficult conversations?
- Why do we avoid having them?
- What are the pros & cons of having or avoiding difficult conversations?
- Preparing for the conversation (communication model)
- Conducting the conversation
- Activity – Case study and role play to practice
- Action Plan – complete the preparation process on a specific conversation

Managing Underperformance

- Rules for managing underperformance
- Take control, and take action
- Steps for managing underperformers
- Activity – Case study and group discussion
- Action plan – prepare plan for taking action with an underperformer

360 Degree Feedback

- What is 360 feedback? What it is not?
- When to use 360 feedback
- How to manage the process within your organisation
- Reviewing and providing feedback
- Action Plan – current vs. future state using 360 reviews in your organisation

Action planning

- Each participant should walk away with a detailed action plan that creates a gap analysis between current reality and what the future can look like, including tangible actions they will take.

Who Can Benefit?

Managers and Leaders responsible for managing the performance of others and who wish to use performance management as a tool for driving excellence in the individual, team and organisation.

Trainer's Profile:

Lynn Hare is an executive/business coach, trainer, facilitator and human resources/organisational development consultant. She began her career in retail banking and after moving into training, spent the next 20 years in a range of senior Human Resources and Learning & Development roles in national and global organisations across Asia Pacific.

Lynn has worked in Investment Banking/Asset Management/Private Banking/Financial Services, Not-for-Profits and Insurance. While in these roles, Lynn came to realise that simply providing training was not going to affect successful, long-lasting change in most individuals. Instead, she identified that many people needed individual assistance to be able to truly change their behaviour and actually become exceptional leaders. It was then that Lynn commenced her own learning journey into professional coaching and subsequently found her true passion.

As an executive coach she has assisted executives to capitalise on regional business expansions, hone their personal competencies, emotional intelligence and leadership skills, and improve management of teams and performance. Additional to her coaching, Lynn has designed and delivered training programs in a range of topics from leadership essentials, emotional intelligence to managing staff performance and team dynamics.

Having worked both for and with global organisations in various locations, Lynn has an excellent understanding of cultural diversity, generational and style differences, and how these differences can have a profound effect on performance and productivity. This experience means that she has a strong ability to understand and empathise with the differing needs of individuals and work with them based on their own unique issues and pressures.

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REGISTRATION FORM



EXECUTIVE DEVELOPMENT PROGRAMMES

Register online at www.mis.org.sg/seminars or fax form to 6327 9741

Register for 3 or more participants and enjoy 5% discount!

Employee Performance Management for Managers & Leaders

7–8 Mar 2012

3–4 May 2012

(9.00am to 5.00pm)

S\$780 (subject to 7% GST)

Includes lunch & refreshments

Participant(s) Name	Designation	E-mail	Contact No.
1)			
2)			
3)			
Company:			
<input type="checkbox"/> Member (MIS Membership No):		<input type="checkbox"/> Non-Member	
Billing Address:			
Contact Person:		Designation:	
Tel:		E-mail:	
How did you know about this course? (You may tick more than one)			
<input type="checkbox"/> e-Newsletter (pls specify sender): _____ <input type="checkbox"/> Print ad (pls specify publication): _____ <input type="checkbox"/> Received brochure through direct mail <input type="checkbox"/> Received brochure at event (pls specify): _____ <input type="checkbox"/> Search engines (pls specify): _____ <input type="checkbox"/> MIS website <input type="checkbox"/> i-Marketer portal <input type="checkbox"/> Word-of-Mouth/Recommendation (pls specify): _____ <input type="checkbox"/> Others (pls specify): _____			

Administrative Details

Registration

Register Online @ www.mis.org.sg/seminars

The fastest and most effective way to register for our courses is via our online registration form.

Register via Email or Fax

A place will be reserved for you upon receipt of your registration. Registrations should be sent at least two weeks before course commencement. A confirmation email will be sent to you two weeks before the course.

Payment

Payments are to be made in Singapore Dollars (SGD) and subjected to prevailing GST. Please make your payment either by cheque or GIRO upon receiving our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore" with the invoice no. indicated on the back of the cheque. Any bank charges incurred as a result of bank/telegraphic transfers will have to be borne by the company. Fees are inclusive of course materials, certificate of participation, lunch & tea breaks.

MIS Member Discount

Corporate and Individual Members of MIS are entitled to **20%** discount on all Executive Development Programmes. For membership enquiries, email: membership@mis.org.sg.

Group Discount

Companies are entitled to **5%** discount for sending 3 or more participants to the same course on the same date.

Course Venue

All courses will be held at the Marketing Institute of Singapore, 51 Anson Road #03-53 Anson Centre Singapore 079904 unless otherwise stated.

Withdrawals / No-Show

For any withdrawals or cancellation, participants will be subjected to the following charges:

Notice Period	Withdrawal / Cancellation Charge
More than 14 days	No charge
Less than 14 days	25% of course fee
Less than 3 working days or No-Show	100% of course fee

Replacements from the same company are allowed.

Cancellation

Marketing Institute of Singapore reserves the right to change or cancel the course due to unforeseen circumstances.

Customised In-House Training

Courses can be custom-designed to suit your department/organisation's unique training requirements. Please contact us for enquiries. Email: seminars@mis.org.sg or call 6327 7586 / 583 / 582.

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