

IMPLEMENTING SUCCESSFUL PERFORMANCE APPRAISAL USING BALANCED SCORECARD, KPI AND COMPETENCIES



COURSE OVERVIEW

Performance Management (PM) is the process designed to align employees' actions and behaviours with the company goal. PM is a shared responsibility between the organisation, appraisee, appraiser and reviewer. An appraisee is the one who is being assessed. An appraiser is the direct superior of the appraisee and is accountable for the appraisee's performance evaluation. The reviewer is the direct superior of the appraiser and is responsible for the overall performance of the division/department. Implementing a Performance Management System (PMS) involves common understanding by all levels of employees on the critical aspects of PMS such as balanced scorecard, goals, key performance indicators (KPIs), target, competencies and weightage. A PM Cycle includes Performance Planning, Performance Review/Assessment, Performance Monitoring and Performance Rewarding.

COURSE OBJECTIVES

- Have an overview of Performance Management System (PMS)
- Understand the benefits of PMS
- Know how your performance contributes to the success of the organisation
- Be familiar with the different components of the PMS
- Understanding your role in PMS process
- Be able to use the Performance Appraisal Form (Sample Form)

COURSE OUTLINE

- Module 1: Current PMS vs. New PMS (Some Thought)
- Module 2: Overview of the New Performance Management Cycle
- Module 3: Your Role: Appraisee, Appraiser & Reviewer
- Module 4: Performance Management Cycle
- Module 5: Performance Planning: The "What" Component
- Module 6: Exercise: Filling Up KPIs For Sample Positions
- Module 7: Step 1: Performance Planning – The "How" Component
- Module 8: Identification of Competencies
- Module 9: Observing Behaviours
- Module 10: Rating Competencies
- Module 11: Weightage Between KPIs and Competencies

TARGET AUDIENCE

Managers
Supervisors
Department Heads
Balance scorecard team members
Senior management, managers,
executives and those who are involved
in evaluating their organisational
performance using BSC approach

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