

Modern Performance Management and Development for Managers and Supervisors

Performance management can only be done well when supervisors and Business Unit (BU) heads are trained to do so. This had been well research as a gap to which why firms are unable to hit top performance. Poor performance management usually stems from poor appraisal skills and processes. Many new supervisors are not enabled to do so and usually just do appraisal for the sake of doing it. As such, even the best employees do not stay in the company.

Together with appraisal skills, forms and processes, supervisors and BU heads also need to be able to coach their employees toward success. Coaching, just like how top sports people require trainers, help to ensure that employees are willing and able to give their 110% in their job. Performance coaching is a key skill that managers should have so as to bring up the overall performance of the team which is the key purpose of management and leadership.

In this session, participants will learn the to develop a performance management framework, apply right skills and forms in appraisal and practice coaching for employee excellence.

Workshop Objective

Participants will be able to:

- Understand why an effective performance management process is critical for business and talent management
- Understand the different roles of various stakeholders in the performance management process.
- Understand pitfalls and limitations of traditional performance management system and evaluate new methods to manage performance
- Understand the appraisal process and develop skills required for an effective appraisal.
- Understand the purpose behind various components of an appraisal form
- Understand and apply performance coaching techniques to improve performance

Workshop Outline

1. Importance of an Effective Performance Management
2. Roles of Employees, Supervisors and HR
3. Performance Management and Talent Management
4. Performance Management for Development and Higher Productivity
5. Principles of Performance Appraisal
6. Managing a Poor Performer
7. Communication, Coaching, Leadership and Engagement
8. Dealing with Recalcitrant Poor Performers

Methodology

Mix of lectures, discussions, Hands-on exercises and case studies.

Target Audience

Non-HR Directors, Managers and Supervisors in charge of employees. This also include functional leaders or business unit heads.

Facilitator's Profile

Mr Freddy Liew is an award recipient of the SNEF Stephen Lee Award for leadership development in Tripartism and Industrial Relations. His areas of expertise include performance management, compensation and benefits, employee relations and labour-management relations. Freddy is a National Human Capital Assessor and is a Tripartite Mediation for employment related disputes.

Dates	Date: (*Confirmation subject to class size requirements)
Duration	1 day, 9am to 5pm (7 hours)
Fees	S\$300.00 (before GST) S\$321.00 inclusive of 7% GST
Course Venue	SNEF Head Office (Paya Lebar Square)
Course Registration	https://snef.org.sg/ - Look under Non WSQ Section 'Human Resource/Industrial Relation' in our SNEF's homepage

Enquiries:

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