
In-house Training Outline

(To be further tailor-made according to the attendees' request)

Performance Appraisals and Performance Improvement (2 days)

Session One: Understanding the performance management

- Value of performance management
- Linking individual performance with company business target
- Performance management process
- Performance review and evaluation
- Performance evaluation methods

Session Two: Setting SMART performance objectives for employee

- Establish performance standards
- Management by objective (MBO)
- Determining what objectives and targets should be achieved
- Business targets and tasks distribution
- SMART objective and target for individual
- Skills for setting SMART objective
- Individual, team, department performance target and company business target
- Meaningful discussion of the objectives with employee

Session Three: Performance controlling

- Controlling the objectives
- Following up the employee objectives and actual behavior
- Assessing employee's current practice
- Leading employee for good performance
- Support
- Mentoring
- Feedback

Session Four: Performance review and evaluation

- Discuss the performance results with employees
- Discussion process
- Scheduling the discussion
- Summarizing and communicating the outcomes from the discussion
- Preparation for performance review
- Superiors
- Subordinates
- Performance review and evaluation
- Performance feedback
- Getting maximum benefits from the discussion- for the manager and employee
- Linking the performance review with employee development
- Case studies and role play practice to improve your skills

Session Five: Improvement of employee's performance

- Identifying and addressing the poor performers
- Find the gaps between the performance objectives and actual outcomes
- Performance mentoring
- Developing effective performance improvement plan
- Different ways for employee performance improvement
- PDCA process for improvement

Session Six: Setting new SMART performance objectives based on new business

- Establish new performance standards
- New business targets and tasks distribution
- Setting new SMART performance objectives for employees periodically