



Organised by **FMM INSTITUTE** (475427-W) **Perak Branch**
Centre For Professional Development

SBL-KHAS
Scheme

HOW TO EFFECTIVELY CONDUCT AND MANAGE PERFORMANCE DISCUSSION AND REVIEW

1 November 29 & 30, 2021 (Monday & Tuesday)

8.45 am – 5.00 pm

Remote Online Learning via Zoom

Yearly performance reviews are critical. Organisations are hard pressed to find good reasons why they can't dedicate an hour-long meeting once a year to ensure the mutual needs of the employee and organization are being met. Performance reviews help supervisors feel more honest in their relationships with their subordinates and feel better about themselves in their supervisory roles. Poorly performing subordinates are assured clear understanding of what's expected from them, their own personal strengths and areas for development and a solid sense of their relationship with their supervisor. Avoiding performance issues ultimately decreases morale, decreases credibility of management, decreases the organization's overall effectiveness and wastes more of management's time to do what isn't being done properly. This is a comprehensive training to improve appraisers' performance management techniques.



COURSE OBJECTIVES

Upon completion of the course, participants should be able to:

- State the core principles and benefits of effective performance discussion and reviews
- Set and write SMART performance objectives
- Review the appraisee's performance and clearly summarise the agreed level of performance
- Give constructive and motivational feedback
- Hold structured conversational performance appraisal meetings

TRAINER

MS PONMALAR A/P BUDDATI SANNAGY is a PSMB Certified Trainer and a Business Coach with over 17 years of training experience. Ms Ponnmalar holds a Bachelor of Arts (Hons), (UKM) and a Master's in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponnmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department.

MS PONMALAR has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Ms Ponnmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibiden Electronics Malaysia, Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia.

For further details, please contact **Ms Nicole / Ms Divya / Pn Eda / Ms Harvindar**
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COURSE CONTENTS

PRINCIPLES OF EFFECTIVE APPRAISALS

- Performance management, the tools and their benefits
- Principles of effective performance appraisal discussions
- Organisations performance appraisal process
- Poor Performances

[Activity 1: Presentation and group discussion]

WHY WE HATE THE PERFORMANCE REVIEW

- Employees - Why They Hate the Performance Review Process
- Managers - Why They Hate the Performance Review Process
- Overcoming Negativity Around the Performance Appraisal

[Activity 2: Group review discussion]

SETTING SMART OBJECTIVES

- Objective setting process
- Communicating performance objectives
- Writing SMART performance objectives

[Activity 3: Presentation and group discussion]

THE APPRAISAL MEETING

- Structuring and introducing the appraisal meeting
- Identifying the key skills needed
- Evidencing performance
- Demonstration/presentation, paired exercise and facilitated group review discussion

[Activity 4: Group review discussion]

APPRAISAL & REVIEW SKILLS

- Questioning
- Listening
- Giving feedback
- Importance of Questioning, Listening & Giving Feedback

[Activity 5: Listening and giving feedback Role-play]

PRACTICING THE KEY SKILLS IN CONDUCTING AN APPRAISAL

- the roles of "appraisee", "appraiser" and "reviewer"

- Each participant takes the role of appraisee, appraiser and reviewer using a checklist
[Activity 6: Practice sessions in trios with group learning review and discussion]

PERFORMANCE APPRAISAL DOCUMENTATION AND FOLLOW UP

- Constant systematic reviewing
- Reviewing internal performance appraisal documentation
- Providing follow up to the appraisal and frequency
- Preparing for the performance appraisal meeting

[Activity 7: Review of documentation, group discussion and preparation checklist]

GUIDELINES TO CONDUCT EMPLOYEE PERFORMANCE APPRAISALS

- Design a legally valid performance review process
- Design a standard form for performance appraisals
- Schedule a review every quarter of the year
- Initiate the performance review process and upcoming meeting
- Have the employee suggest any updates to the job description and provide written input to the appraisal
- Document your input -- reference the job description and performance goals
- Hold the performance appraisal meeting
- Update and finalize the performance assessment
- Nothing should be surprising to the employee during the appraisal meeting
- Facts to be considered by Heads when conducting appraisals:
 - ✓ How the grading's will effect on HR department's decision on training arrangements
 - ✓ Extension of contracts for staff
 - ✓ Never be afraid of giving a lower grade when the staff is actually not performing
 - ✓ Practice T.I.L – Trust, Integrity, Loyalty

WHO SHOULD ATTEND

All Department Heads, Section Heads, Managers, Executives and Supervisors who are in the capacity to conduct and manage performance discussion and review.

METHODOLOGY

An interactive programme with case studies, games, quizzes, group discussions and practical sessions.

COURSE DETAILS

Date **November 29 & 30, 2021 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **English**
CPD **14 hours**
Fees **Members RM636.00/pax**
Non-Members RM795.00/pax
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

- ❖ *Download and install ZOOM app on your laptop/desktop before the programme*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Access Links will be provided upon confirmation of the programme*

ADMINISTRATIVE DETAILS

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon Faxing/Mailing the completed Registration Form to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For **SBL-KHAS Scheme**, an **Attendance of 100%** is a **must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

CANCELLATION

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost.

Closing Date:
NOVEMBER 22,
2021

~ Registration Form ~

HOW TO EFFECTIVELY CONDUCT AND MANAGE PERFORMANCE DISCUSSION AND REVIEW

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation
	NRIC	HP No
2.	Name	Designation
	NRIC	HP No
3.	Name	Designation
	NRIC	HP No

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will **NOT BE CLAIMING under SBL-Khas Scheme**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name:	Designation:	
Company:	Tel:	Fax:
Address:		
Email:	FMM Membership No	