

Performance Management Transformation

Kuala Lumpur (Malaysia)

9 - 13 June 2025

UK Training

PARTNER

Performance Management Transformation

Code: LM28 From: 9 - 13 June 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

Introduction

This Performance Management Transformation Training is designed to equip participants with essential skills for effective performance management in today's business environment. Over five days, attendees will explore the roles of managers and leaders, various performance management tools, and the selection of Key Performance Indicators KPIs. The course emphasizes benchmarking and dashboard development, combining interactive lectures with hands-on exercises.

Participants will gain practical insights to enhance their performance management capabilities and drive continuous improvement within their organizations.

Course Objectives

- Understand the Role of Managers and Leaders: Recognize the significance of managerial and leadership roles in performance management and their impact on organizational success.
- Explore Performance Management Tools: Investigate a variety of performance management tools and techniques essential for effective corporate evaluation and development.
- Select Key Performance Indicators KPIs: Learn how to identify and choose the most suitable KPIs that align with an organization's strategic goals and objectives.
- Emphasize Benchmarking Significance: Highlight the importance of benchmarking in fostering continuous improvement.
- Develop Performance Dashboards: Gain expertise in creating and utilizing performance dashboards to track and communicate organizational performance effectively.
- KPI Reporting to the Board: Understand the process of reporting KPIs to the Board of Directors to facilitate informed decision-making.

Course Outlines

Day 1: Introduction to Performance Management

- Grasping the fundamentals of performance management
- Recognizing the critical role of performance management in achieving organizational success
- Aligning performance management systems with strategic objectives

Day 2: Performance Management Tools and Techniques

- Examining various performance management tools, including Balanced Scorecard BSC, OKRs Objectives and Key Results, Management by Objectives MBO, Total Quality Management TQM, and Strategy Maps
- Choosing the right performance management tools tailored to organizational needs

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Day 3: Selecting Key Performance Indicators KPIs

- Defining KPIs and understanding their importance in performance management
- Ensuring KPIs align with the organization's strategic vision and objectives
- Crafting a comprehensive KPI framework for various departments and functions

Day 4: The Importance of Benchmarking

- Learning about benchmarking and its advantages
- Identifying relevant benchmarking targets and best practices
- Leveraging benchmarking data to drive ongoing improvement

Day 5: Performance Dashboards and KPI Reporting

- Designing impactful performance dashboards for monitoring and communicating organizational performance
- Establishing KPI reporting structures for the Board of Directors
- Effectively conveying performance insights to support strategic decisions

Throughout the course, participants will engage in interactive lectures, case studies, group discussions, and hands-on exercises, reinforcing concepts and applying them to their specific organizational contexts. This comprehensive five-day course will empower participants with the knowledge and skills necessary to enhance and optimize their organization's performance effectively.

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

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