

MANAGING KPI BASED PERFORMANCE MANAGEMENT

for HR Executives, HR Managers and Managers

Date : 24 & 25 June 2025 (2 Days)
Time : 9.00 am - 5.00 pm
Mode : Face-to-Face
Venue : Klang Valley
Price (RM) : RM 1,920.00 (Member) | RM 2,160.00 (Non-Member)
*Prices exclusive of 8% SST



INTRODUCTION

This 2-day training course is customized to equip participants with the knowledge and hands-on skills necessary to develop and implement effective performance management systems to drive results in a profit-oriented educational organization. We will explore the key principles of KPI-based performance management, including setting clear goals, measuring performance, and taking corrective action when necessary. Additionally, we will discuss strategies for designing and implementing rewards and recognition programs that motivate employees to achieve their best. By the end of this course, participants will be able to:

- gain clear understanding of the terms OKR, KRA, KPI and CSF and to apply them to their functional work units
- Set clear and objective goals which are aligned to the strategic Objective Key Result of the organization.
- Establish and implement a framework for regularly monitoring progress and cumulative achievement and to take counter-measures as needed.
- Use positive approach to assess and review performance
- Objectively measure performance against targets
- Apply corrective action to ensure performance is attained
- Understand and apply effective rewards and recognition programs as well as corrective actions



OBJECTIVES

- Understand the importance of KPI-based performance management
- Learn how to set clear goals and expectations for employees
- Develop skills to measure and evaluate employee performance
- Implement effective rewards, recognition programs and corrective measures
- Take corrective action when necessary to address performance issues



Organised by :

MALAYSIAN INSTITUTE OF HUMAN RESOURCE MANAGEMENT

(PPM-001-10-01061976)

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COURSE CONTENT

DAY 1

9.00AM – 5.00PM

Module 1: Understanding Organisation

1. **Types of Organizations By Core Activities**
2. **Types of Organization by Purpose of Formation**
3. **The Business Organization**

- Objective of every business
- Business activities and operations
- How business achieves objective through humans
- Internal and external factors affecting business
- Business Strategy and SWOT analysis

4. **People in the Business**

- Reasons why people work
- Aligning minds of people
- Impacting Performance behavior

Module 2: Understanding the Performance

Management Framework

1. Objective Key Results
2. Key Result Areas (KRA)
3. Key Performance Indicators (KPI)
4. Critical Success Factors (CSF)
5. Understanding CSF as a KRA

Module 3: Sitting SMART KPI Goals in KRAs

- Your organization's OKR for 2025 and its KRAs
- Your dept's KRA
- Setting SMART Goals for your Department to meet the OKR
- Setting SMART Targets for individuals
- Buying-in

End of Programme

DAY 2

9.00AM – 5.00PM

Module 4: Performance Appraisal Approaches

1. The Performance Management Cycle
2. The Performance Appraisal Process
3. Understanding your organisation's Performance Management Framework

Module 5: Performance Appraisal Methods and Approaches

1. Performance Appraisal Methods
2. Performance Appraisal Approaches – formal and informal
3. Understanding your organization's appraisal format


Module 6: Performance Appraisal and Common Pitfalls and Mistakes

1. Critical factors ensuring a successful appraisal and common management mistakes
2. Common evaluation/assessment pitfalls
3. Successful Performance Review Method

Module 7: Linking Rewards to Performance

1. Measuring, comparing and ranking performance achievement – Weighted Assessment Method
2. Performance Linked Reward and recognition
3. Handling poor performers and corrective actions.

End of Programme

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