



RIGHT

People . Training . Company

Implementing an Employee Performance Management System

Is your performance appraisal system working?

Why do you perform appraisals? Is it to know how well they are performing, to have a basis for rewards, to improve their performance, to know how you can help them improve their performance or all of the above? A performance management system should be able to help you do all those and if your current system is not doing it, we can only point at a two possible reasons:

- The system is incomplete
- The managers are not using the tools properly

There are five elements in managing employee performance; performance goal setting, performance monitoring, competency building, performance appraisal and rewarding and recognizing performance. Your system should have all these otherwise it will be difficult to achieve the desired performance results. But more than the tools you need managers who appreciate the tools and know how to use them, for what is the only reason why manager's won't use a good performance management tool except they don't know how to use it?

Our Solution

The goal of this course is to give the participants a clear view of what performance management is all about and how to utilize it in achieving organizational objectives. At the end of this workshop, the participants should be able to design a performance management system that includes the following elements:

- Policy Design and implementation mechanisms
- Performance goal setting mechanisms (KRA, KPI, Competencies)
- Performance Monitoring techniques
- Developing employees' capability to perform through training and coaching
- Appraising performance
- Rewarding and recognizing performance.

This course also comes with performance management policy templates, competency modeling and appraisal templates in a CD that will help ease your task of rolling out a new performance management system.

Target Participants

Managers who are planning to implement or enhance their existing performance appraisal system and those who need to have a better appreciation and skill in using it.

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Course Content

- Introduction to the Performance Management Concept
 - Breaking traditional assumptions about performance
 - The Roles of Organizational Leaders as Performance Managers
- Designing the Performance Management Policy
 - Change management and enablement of the people involved.
- Module 1: Planning Performance
 - Aligning Individual and Departmental Objectives with Organizational Objectives
 - Clarifying Performance Standards
 - Seeking Understanding, Acceptance and Commitment
 - Importance of Co. Policy in supporting and enforcing performance standards
- Module 2: Performance Monitoring
 - Measuring Performance based on standard
 - Setting up a Performance Monitoring System
 - Identifying Performance Gaps
 - Setting up a performance feedback system
- Module 3: Developing the Employees Capacity to Perform
 - Various Activities Involved in Addressing Performance Gaps
 - Training as an important tool for improving performance
 - Leaders' role in ensuring success of training
 - Coaching as an effective tool for improving performance
 - Understanding the Coaching Mindset
 - Establishing an environment that is ideal for coaching
 - Constructive Feed backing
- Module 4: Appraising Performance
 - Performance Appraisal – Doing it right
 - Guidelines for conducting performance appraisal interviews
 - Setting Developmental Action plan to address performance gaps
- Module 5: Rewarding and Recognizing Good Performance
 - Impact of Rewards and Recognition
 - Establishing a rewards and recognition program
 - Individual Vs. Team-based reward
 - Various Tactics for recognizing good performance
- Reentry Plan

The Facilitator



Edwin C. Ebreo is the President of exeQserve, Corp. and HR Manager of CheQ Systems. He is also an Organization and Human Resource Development Consultant for a number of companies, a career advisor, an Advanced Toastmaster and a consummate blogger (<http://anythinghr.blogspot.com>) . He used to serve as Human Resource Director for Athena E-Services, a BPO company. He once served as Human Resource Manager for three sister companies, Ingenium Technology Inc., PETNET Inc., and A.V. Ocampo Group, where he was responsible for the development and implementation of company-wide HR and OD plans. Ed's experience in managing the human resources department of companies that engage in I.T. Business Process Outsourcing, Retail, Financial Services and Insurance gave him an in-

depth experience in dealing with various types of organizational situations. He has helped a number of companies set up and roll out their performance management systems and has learned from both successful and failed implementations.

Ed took up A.B. Mass Communication at New Era University; He has been conducting various Training and teambuilding workshops for the last 14 Years. Edwin has designed and facilitated in-company and public seminars on such topics as but not limited to:

- Trainers Training,
- Coaching,
- Customer Service,
- Creative Selling Techniques,
- Effective Communication
- Leadership
- Performance Management
- Basic Supervisory Course
- Dynamic Presentation Skills
- Teambuilding
- Presentation Dynamics
- Visioning Exercise
- Creativity
- Time Management
- Change Management



ENROLLMENT FORM

Implementing a Performance Management System

June 24 & 25, 2010

9:00 to 5:00 P.M. (may extend depending on group dynamics)

Venue: TBA

FEES

Regular Enrollment Php 6,720.00 / pax

FEES INCLUSION:

- ⊙ Certificate of Completion
- ⊙ Basic Training Toolkit
- ⊙ Meals

PAYMENT DETAILS:

Full payment of the enrollment fees on Day 1. Please make checks payable to ExeQserve, Corporation

PARTICIPANT DETAILS:

Company Name: _____

Address: _____

Complete Participant/s Name: _____

Phone No: _____ Fax. No. _____ Mobile No. _____

Please email this form to ecebreo@exeqserve.com or fax to 8933199 loc 103

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