

MANAGING TOP PERFORMANCE THROUGH KEY PERFORMANCE INDICATOR AND KEY RESULT AREA

Key focus

1. Know and apply the concepts of managing performance through KRA and KPI
2. Understand the principles of linking strategy to performance
3. Understand and apply the principles of performance planning, objectives setting, measurement and action planning through initiatives
4. Some basic principles of Balanced Scorecard

Who will benefit

All senior managers and heads of departments who lead teams and have subordinates reporting to them.

Take The Next Step

Day one

1. An Insight to Performance Management

- ▶ What is Performance Management?
- ▶ Different types of Performance Appraisal System

0900-1030

Morning tea break

- ▶ Typical components of a Performance Management process
- ▶ Why traditional Performance Management often faltered
- ▶ A new perspective in performance Management

1030-1045

1045-1300

Lunch

1300-1400

2. Mission, Roles, and Key Results (Effectiveness) Areas

- ▶ What mission is all about?
- ▶ Role outputs and relationship
- ▶ Key Result Areas (Effectiveness Areas)
 - Managerial Effectiveness
 - Apparent Effectiveness
 - Personal Effectiveness

1400-1530

Afternoon tea break

1530-1545

- ▶ Inputs vs. key results areas
- ▶ Common KRAs – subordinate, innovative, project, development, systems and co-workers

1545-1700

Take The Next Step

Day two

3. Strategy

- ▶ Strategy and the Performance Management System
- ▶ Do we need a strategy
- ▶ An approach to strategy development
- ▶ Mapping Strategy

0900-1030

Morning tea break

1030-1045

4. Key Performance Indicators (KPIs)

- ▶ What is KPI
- ▶ Strategy, objectives and measurements
- ▶ Performance objectives
- ▶ The planning process

1045-1300

Lunch

1300-1400

- ▶ Development of objective linked to the strategy
- ▶ Performance measures and its types
- ▶ Performance targets and its types

1400-1530

Afternoon tea break

1530-1545

- ▶ Initiative to support your
- ▶ Strategy

1545-1700

5. What's Next

- ▶ An insight into the Balanced Scorecard a performance management system

Take The Next Step