



London TDM

HR Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 02 November 2025 To 06 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Performance management and appraisal systems are vital for aligning individual performance with organizational objectives. This course offers a comprehensive understanding of how to effectively design and implement these systems to enhance productivity and employee development.

Objectives

- Understand the fundamentals of performance management systems.
- Learn how to set and align goals across the organization.
- Develop skills for providing constructive feedback and conducting appraisals.
- Explore methods for measuring performance and utilizing performance data.
- Foster a culture of continuous performance improvement.

Course Outlines

Day 1: Introduction to Performance Management

- Definition and purpose of performance management systems.
- Components of effective performance management.
- The performance management cycle.
- The role of performance management in organizational success.
- Challenges and barriers to effective performance management.

Day 2: Setting Goals and Expectations

- Aligning individual goals with organizational objectives.
- SMART criteria for goal setting.
- Communicating expectations to employees.
- The importance of setting measurable outcomes.
- Tools and techniques for tracking progress.

Day 3: Providing Feedback and Coaching

- Principles of effective feedback.
- Distinguishing between constructive and destructive feedback.
- The role of coaching in performance improvement.
- Techniques for conducting effective coaching conversations.
- Overcoming resistance to feedback.

Day 4: Conducting Performance Appraisals

- Types of performance appraisal methods.
- Preparing for and conducting appraisal meetings.
- Documenting appraisal outcomes effectively.
- Avoiding common pitfalls in the appraisal process.
- Legal and ethical considerations in performance appraisals.

Day 5: Using Performance Data and Continuous Improvement

- Analyzing performance data and metrics.
- Identifying trends and areas for improvement.
- Implementing continuous improvement processes.
- Updating and refining performance management strategies.
- Building a culture of continuous performance improvement.