

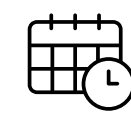


MRS Training Programme | 2024

Organised by



KPIs & GOAL SETTING



March 18-19, 2024 | Kuching

LEARNING OUTCOMES

- Encourage Management Team Members to share responsibility to improve organization performance and help meet business objectives
- Learn how to carry out an Operational Analysis and understand the planning process in developing Key Performance Indicators
- Determine and identify Key Results Area to drive your business
- Learn how to do KPI goal setting
- Learn to formulate Key Performance Indicators for your organization and departments
- Create an understanding and learn to write clear and measurable objective
- Identify performance discrepancies and use interactive management skills to bring about change
- Learn the techniques on how to conduct review and track performance for effective feedback to meet job standards
- Managing Time effectively
- Gain lasting skills to tackle procrastination
- Handle high pressure, crisis situations with ease
- Learn to organize the workspace for efficiency and productivity

COURSE OVERVIEW

Most management in Malaysia today, only see KPI as a tool to ensure their people deliver the expected results within the agreed time frame. But unfortunately, many did not realize that KPI is not just a performance management system. A KPI system that is properly designed for organizational development can certainly provide good option for Human Resource Development, Succession Planning and Business Productivity Improvement.

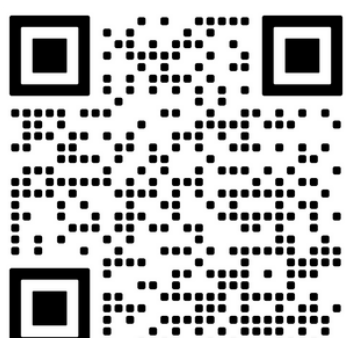
MEET OUR TRAINER: DR. PONMALAR



Also known as Malar, she is a HRDC Certified Trainer and a Business Coach with over 17 years of training experience. She holds a Bachelor of Arts, majoring in Anthropology & Sociology from National University of Malaysia (UKM), a Master's in Business Administration at University Utara Malaysia (UUM) and a Doctorate in Business Administration from University Utrara Malaysia (UUM). She has acquired extensive experience in training and coaching across various fields, including leadership, human resources, performance appraisal, personal development programs, quality improvement initiatives, team building, and university and school programs, among others. Her distinctive qualities as a person lie in the unspoken elements of attentiveness, thoughtfulness, and powers of observation as well as a critical eye for detail.

REGISTER NOW!

SCAN QR CODE TO REGISTER



LEARNING MODULES

Module 1: Overview of Performance Indicators

- The need and purpose for Key Performance Indicators
 - Managing performance and the benefit of involvement and commitment
 - Weakness in the current system
 - Share responsibility for business results
 - Emphasis is on result (what), skill and behavior (how)
 - General Idea of Effective PMS
 - KPI System
 - The Key Performance Indicator Planning Cycle
- Activity 1: Group discussion

Module 2: Developing an Operational Analysis

- What is operational analysis
 - Why you need to conduct an Operational Analysis before developing your Key Performance Indicators?
 - Steps to carry out in operational analysis
- Activity 2: Practical workshop to identify and prioritize Issues

Module 3: Determining Key Results

- Goal Setting
 - Traditional approach to selecting objectives
 - New approach to selecting objectives
 - What is purpose of Key Results Areas?
 - Guidelines for determining Key Results Area
 - Examples of Key Results Areas
 - Determining your Key Results Area
 - Using quality management tools to determine your Key Results Areas
- Activity 3: Writing Goals & Objectives Session

Module 4: Determining Operational Objectives

- What are the operational objectives
 - How many objectives should your organization have?
 - Examples of standard of performance
 - Recommended process for selecting objectives
- Activity 4: Hands-on Session with guided templates

Module 5: Determining Key Performances Indicators

- What is the purpose of Key Performance Indicators
- What are the guidelines for identifying Key Performance Indicators
- The Planning Phase
- Examples of Key Performances Indicators
- Developing Key Performances Indicators for the organization
- Developing Key Performances Indicators for the departments
- Activity 5: Hands-on Session with guided templates

Module 6: Humanizing the KPI process during implementation

- Address concerns about the uncertainty of the data.
 - Regardless of the topic, keep performance review processes fair and transparent.
 - Place performance review within a context of learning.
 - Enable a two way dialogue about performance.
 - Remember to highlight good news.
- Activity 6: Group discussion

Module 7: The Importance of Staff Appraisal

- Defining aims, purpose, objectives in order to improve performance
 - Developing an Effective Appraisal System
 - Frequency of appraisal, supported by one-to-ones and informal review
 - Action plans and development plans
 - Role of performance appraisal in increasing productivity
- Activity 7: Role Play

Module 8: Your Responsibilities

- Approaching appraisals with confidence
 - Getting balanced and honest feedback on performance
 - Effective Planning for the Appraisal
 - Gathering the information you need: drafting an appraisal plan
 - Professionalism of Managers in conducting review
 - Assessing staff periodically
- Activity 8: Mock Appraisal

Module 9: Time Management

- Importance of Time Management
 - Types of Goals
 - Prioritise – Pareto Analysis
 - Removing Avoidance – Garbage Can
 - Managing Unexpected Events
 - Organised Work Stations
 - Delegation Principles
 - ABCD analysis
 - Johari Window
- Activity 9: Group Discussion

Please register me/us for the workshop on

KPI & GOAL SETTINGS

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Do you intend to utilize HRDCorp Levy for this program? **Yes / No**

Upon submission of this form, I confirm I have read and accepted the terms and conditions of this registration.

Name :

Position :

Email :

Name :

Position :

Email :

Name :

Position :

Email :

Company :

Address :

Tel:..... Fax:.....

Email :

Nominating Person :

Position :

Approving Person :

Position :

Invoice Attention to:.....

Email :

Closing Date: March 11, 2024

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MRS MANAGEMENT SDN BHD (275222-P)

KUALA LUMPUR CORPORATE OFFICE

Suite 33-01, 33rd Floor, Menara Keck Seng, 203, Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia
 ☎ +603-2116 5961 📠 +603-2116 5999

KUCHING OFFICE

Milan Square, Lot 48, Level 1, Jalan Wan Alwi, 93350 Kuching, Sarawak, Malaysia
 ☎ +6082-265 628/9
 🌐 www.trainingprovider.org
 ✉ kristine.mrstraining@gmail.com, robin.mrstraining@gmail.com

INVESTMENT FEE (Per Participant)

*The fee is not yet inclusive of 6% SST

EARLY BIRD RATE PER PAX PER COURSE	NORMAL RATE PER PAX PER COURSE	CLOSING DATE OF REGISTRATION
RM1,700 Applicable for registrations received and paid one month before commencement of the course	RM1,900 Applicable for registrations received and paid after the EBR Closing Date	EBR: One month before commencement of the course NR: One week before commencement of the course

TERMS & CONDITIONS:

- Fees are inclusive** of programme materials, refreshments, luncheons and certificate.
- Outstations participants** are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.
- Payment, Confirmation & Admission**
An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.
- Substitution/Replacement of Participants**
Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto.
- Cancellation of Participants**

For Paid Registrations	For Unpaid Registrations
30 days before course: Full refund or transferable 14 days before course: Refund minus 15% admin fee or transferable Less than 14 days before course: No refund but transferable No show: No refund and not transferable	30 days before course: No applicable admin fee 14 days before course: 15% admin fee chargeable Less than 14 days before course: Full fees chargeable and transferable No show: Full fees chargeable and not transferable

***Transferable** - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the **registration data** in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.

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