



## Strategic Performance Management

**Trainer:** Steven Chin Tuck Piew

**Date:** 19-20 September 2023 (Tuesday- Wednesday)

**Time:** 9AM – 5PM

**Venue:** Ming Garden Hotel, Kota Kinabalu

### OBJECTIVES

Upon completion of this program, participants should be able to:

- Comprehend the broader perspective of performance management and how it is aligned to the organization's vision and values, and where applicable, its competency model
- Learn and apply the required mindset and fundamentals of managing people in relation to managing performance and coaching
- Understand and apply the setting of SMART performance objectives
- Use and be specific when observing behaviour in the context of managing performance and development
- Comprehend the common appraisal structure, roles and responsibilities and prepare for their appraisal interview
- Understand the differences between coaching and counselling
- Provide a perspective into training and development, succession planning and rewarding.

### WHO SHOULD ATTEND

This course is specially design for Human Resource Managers, Senior Managers, Managers, Heads of Departments, Human Resource Support Staff or anyone who has human resource functional roles and responsibilities.

### COURSE OUTLINE

#### Module 1: Key components of performance management and how it relates to your business

- Objectives and achievements
- Competencies and Performance rating
- Best Practices in Performance Management

#### Module 2: The Pre-requisites for Managing a High-Performance Organisation

- Principles and mindset
- Understanding differences
- Real Life Case studies for discussion



### **Module 3: Critical Factors in Communication**

- Building trust and rapport
- Listening intently, Questioning Sharply
- Good, Bad and Ugly in Giving Feedback

### **Module 3: Objective setting**

- SMART concept and application
- Understanding what are KPIs and how they relate to performance measurement

### **Module 4: The importance of behaviours in performance**

- Observation versus subjectivity

### **Module 5: The performance discussion**

- Preparation for the discussion and the performance interview
- Dealing with Difficult Performance Review
- Practice: Conducting the Appraisal Session

### **Module 6: Performance Evaluation; When to coach?**

- Coaching versus counselling

### **Module 7: Coaching framework**

- Practice: Workplace scenarios

### **Module 8: Evaluation Method**

- Understanding ratings
- Common evaluation errors

### **METHODOLOGY**

The methodology used includes a combination of:

Interactive lectures: **40%**

Group discussion, activities, exercises, presentations, video reviews, and role-play: **60%**.

## **TRAINER PROFILE**

### **Steven Chin Tuck Piew**

MR Chin or known as Steven is currently the Human Capital Director of ICG Healthcare Group. He has over 14 years in the healthcare services serving 2 years as Head of Hospital Operations and Services at Daehan Rehabilitation Hospital (Putrajaya) and 12 years as Human Resources Administrator at Gleneagles Hospital, Kuala Lumpur. He has also been in industries ranging from manufacturing, retailing, education and banking. He held positions of General Manager – HR and Training at Royal Sporting House and Hexagon Holdings Group from 2000 to 2007. He was also the Training Director for Royal Sporting House consulting and training division from 1994 to 2000.

He has written articles on retailing and his work on customer service was published in the Management Times in 1996. He has also written HR related articles which were published in HR Matters journal and also in the British Malaysian Chamber of Commerce (BMCC). When under the employment of Royal Sporting House, Steven and his team initiated the first Service Excellence award for the Malaysian Retail Industry in 1996 in an attempt to boost the service standards into this sector.

Steven has conducted Employment Act, Human Resources Management, Leadership and Management courses to companies from all sectors and some of these companies include the IBM Software Division, Lion Group, PJVM, Melium Boutique, TexChem Group, Caltex Oil Malaysia, Levis, Kian Joo Can Factory Sdn. Bhd, Union Sangyo Sdn. Bhd., Ethospace Design Sdn. Bhd., FAMA, Inti College, Intel, Minolta Marketing (M) Sdn. Bhd., Maersk Sealand (M) Sdn. Bhd., Orlando, Pantai Hospital-Penang and Gleneagles Brunei.

In 1997, he was invited by the Malaysian Retail Association to speak in the Asian Retail Convention held at Adelaide, Australia. In 1998 and 1999, he was also invited by the Singapore Retailers Association to speak on the topics relating the Human Resources Management.

Besides speaking in conferences, he also provides lectures to MBA students on Human Resources Management, Performance Management, Leadership and Business Ethics at Taylors University, Lakeside Campus, Petaling Jaya. Currently, Steven is the adjunct Professor of Management at Saito University College where he provides part time lectures on Employment Act, Industrial Relations & Trade Unions, Finance & Banking and Strategic Management.

He graduated from the University of Texas, Austin and also holds an MBA degree. He has also attended professional courses in the University of California, Berkeley. He is a Certified Trainer on Talent Q, Supervisory and Managerial Grid, DISC and 7 Habits of Effective People. As a Certified Trainer of Pembangunan Sumber Manusia (PSMB), all programs conducted by him are claimable by the organization registered with PSMB.