

**“Effective Manager’s Workshop”**  
**Lead, Coach, Influence and Human Touch Performance Management**



**Introduction**

A practical workshop to equip managerial staff with understanding the rationale of implementing and conducting an effective People Performance Management System. To provide critical skills needed to succeed in leading, coaching and influencing others. Applying the Human Touch Performance appraisals, not the paperwork or the “Form” by drawing out the best in their people; employee’s goals, needs and success.

This program is packed with key drivers that will help, inspire and empower participants to lead, influence and coach, mentor and appraise their people using the “GROW Model”.

**Program Objectives / Learning Outcome:**

At the end of the programme, participants will learn to

- 1) Understand the People Performance Management System; Performance Appraisal and as People Managers.
- 2) Acquiring the skill of handling difficult situation during the appraisal meetings.
- 3) Equip the skills of appreciative inquiry and active listening skills.
- 4) Gain the practical usage of the “GROW” Model for Coaching & Mentoring the subordinates.
- 5) Managing sensitive situations during Performance Appraisal.

**Profile of Program Facilitator & Coach**

**Dr. Daniel Choo** DTM is an experienced well sought after leadership and organizational change professional. Serving and providing consulting solutions to Fortune 500 customers i.e. HP, Intel, KPMG, SonyEricsson, Philips, DaimlerChrysler, Mitsubishi Electric, Murata, Nomura, etc., He has been in corporate training, facilitating and coaching management groups from all over the world engaging them in being the catalyst of change to their organizations through their leadership role modeling.

He holds a **PhD in Business Management. A Distinguished Toastmaster. USA. Past Division Governor serving HK, Macau, Thailand and Singapore. A Certified Coaching member with ICF, IAC and APAC.**



His **consulting work** involves diagnosing development areas in inter and intra-workgroups communications, coordination and conflict management processes in clients’ organizations and coming up with measurable and sustainable solution roadmap through personality-task fit profiling, counseling, coaching, training, performance feedback processes and standards consulting.

His **coaching work** involves one to one sessions with Senior Management and small group coaching for Senior Corporate Executives in the areas of Organizational leadership, business strategic planning session, creating value change through innovative Blue Ocean cutting edge strategies. He flies with management teams for their annual retreats and helps them to come out with future strategy for their organization roadmap.

Daniel has worked with organizations including **Intel, Hewlett Packard, Sony Ericsson, Philips, Nomura, Murata Electronics, Mitsubishi Electric, Daimler Chrysler, SSMC, KPMG, Fairchild Semiconductor, Singapore Power, TIMKEN, AC Nielsen, EPCOS, Siemens, Mediacorp, SPH, IDA, Prime Ministers Office (ITD), MAS etc.,**

# "Effective Manager's Workshop"

## Lead, Coach, Influence and Human Touch Performance Management

### Target Audience

Directors; Managers; Supervisors and Executives who need to lead and create high impact influence for their people.

### Program Duration - 3 options:

2 days for 16-20 pax maximum per class (intensive)

1 day for 16 to 20 pax maximum per class (Express)

4 sessions of 3-hour coaching (progressive mode)

### Program Outline

#### ***Module 1: Overview of People Performance Management System***

#### ***Module 2: The Role of a Performance Appraiser***

#### ***Module 3: Conducting the Performance Appraisal Discussion. (GROW Model)***

#### ***Module 4: The 8 Steps Appraisal Discussion Process***

#### ***Module 5: Managing Difficult Situations during Performance Appraisal meetings***

### Programme Methodology

We include **humor and colorful stories** from our corporate management career as well as personal life to lighten the mood.

### **Interactive Experiential Learning Workout & Action Learning**

Participants will get to talk about the current challenges that they are facing, what have they done and how did they do it to manage their current challenges via **a variety of energizing activities with intensive and fun interactions!**

Participants will be facilitated to talk about what have worked for them and what didn't and the reasons for it as they have perceived it to be.

They will identify their own situations from case studies shown from tested video training materials.

Break up into smaller teams to brainstorm on solutions and come to a consensus on how they will manage those situations.

The facilitator will guide them in cases where their solutions are either not practical enough or convincing enough by giving live demonstrations of techniques with a clear process and framework using handy toolkits based on different case scenarios and people of different personality

### **Closing the Feedback Loop through Engagement (Role-play) Practice**

Participants will then put what they have picked up into actions through role-play practices. During the role-play, feedback will be given through self, peer, and facilitator critique

### **Application of Concepts**

Towards the end of the workshop, participants will be facilitated to develop their own individualized S.M.A.R.T action plan for them to implement learning back at work