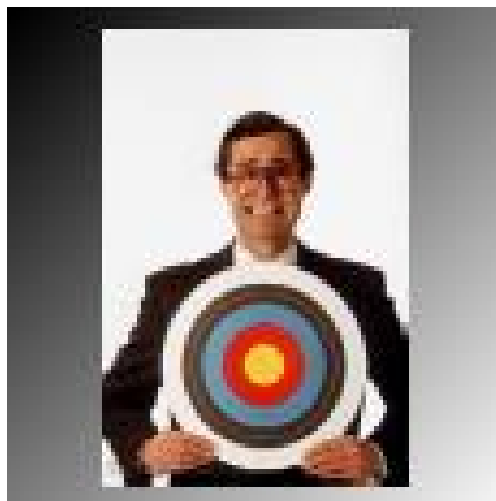


# Performance Management Workshop



An intensive 2-day workshop designed to equip managers coaching with the essential skills for managing and motivating staff performance

Ephod Consulting Associates PL and  
Master Trainers Academy  
The leading organisation development consultancy  
[www.ephodconsulting.com](http://www.ephodconsulting.com)

## Benefits of Workshop

- Understand the Performance Management Cycle
- Understand their role as supervisors
- Understand the importance of their role as a coach
- Apply the tools and techniques learnt for Performance Planning, Coaching and Review

## Workshop Outline

### A Performance Management Culture

- Building a Performance Management Culture
- Overcoming Common Appraisal Problems

### Performance Management Cycle

- The performance planning phase
- The coaching phase
- The performance review phase

### Performance Planning

- Setting: SMART objectives.
- Identify gaps between current performance and expected performance
- Documentation and record keeping
- Practice performance planning meeting

### Performance Coaching

- Preparing for a performance coaching meeting
- Challenging and dealing effectively with under-performance
- How to give praise and continue to motivate the effective performer
- Documentation and record keeping
- The role of coaching in supporting performance improvement
- Practice session and review

### Performance Evaluation

- Planning and preparing for the final assessment
- The no surprises rule
- The 6-step Appraisal Meeting Process
- Dealing with difficult appraisal situations
- Final documentation
- Practice session

## Your Organisation's Performance Management System

- Appraisal System and Policies
- What's Next After Appraisal?

## For Whom

- Managers and Supervisors
- Team members

## Course Methodology

The workshop will incorporate lecturettes, exercises, video, case studies, and group discussions. Experiential activities will also be designed to allow participants to understand the concepts and skills taught.

**Duration:** 2 days

## In-Company Workshops

Ephod can provide this workshop in a tailored format for your company in your premises

Over 100 companies have attended Ephod workshops including

Intel, Microsoft, Reuters, SSMC, Philips APAC  
Sony-Ericsson APAC, Air Products

Singapore Press Holdings, ZF SEA

AC Nielsen, HDB Corps. Surbana Consultants,  
VOPAK, GELife, New Toyo International, AIA

Prudential, Avex Electronics Singapore Yellow  
Pages, Jebesen & Jessen, Prime Minister's Office  
Singapore MRT, Singapore Power

Min of Environment, Ngee Ann Polytechnic,  
Singapore Polytechnic, National Library Board,  
Infocomm Development Authority, Mindef Centre  
for Mgt Devt, Min of Community Devt and Sports,  
Min. of Education, Min. of Manpower, SLA

## About Ephod Consulting Associates PL

Since 1996, Ephod has established itself as a premier organisation change and consulting company. It has serviced client throughout the Singapore and the Asia Pacific region.

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