

Performance Appraisal Mastery and “GROW” your Coaching

WORKSHOP OBJECTIVE

This interactive workshop will convince leaders, managers, department heads, supervisors and individual contributors on the need to develop SMART performance objectives/key performance indicators (KPI) and to comply with “performance” under employment legislations eg Employment Act and Retirement & Reemployment Act and company policies, prepare and conduct performance discussions including performance improvement plan (PIP), address performance challenges and issues such as authorised and unauthorized absence, and learn to use the GROW model in performance coaching. Using role play, case study, discussion, research materials and business simulation game, participants will learn through real-life scenarios on the need to manage employee performance, use of performance outcomes, avoid appraisal errors, and understand purpose of performance management and issues such as bell curve.

WORKSHOP OUTLINE

- Purpose of performance management and performance appraisal
- Outcomes and use of performance rating
- Determine performance objectives and collecting performance data
- Bell curve – purpose and issues
- Errors in performance appraisal
- Manage employee absence during and across performance cycle/year
- Manage employee performance and behaviour – poor, average and excellent performer
- Manage performance improvement plan – purpose and measurements
- Plan and conduct a performance appraisal using a 3-stage Performance Management Cycle
- Prepare and conduct a performance coaching session using GROW

FOR WHO

Managers | Department Heads | Supervisors | Individual Contributors | HR Professionals | Leaders

FACILITATOR

Nelson Lee has more than 30 years of HR experience and held various HR roles in MNC, SME and non-profit/not-for-profit organizations; he started his career as an Industrial Relations Officer and was appointed to the Union's Executive Committee soon after joining (which was a rare appointment then); he rose to senior roles such as the Regional HR Head/VP HR of a listed-conglomerate, first Group HR Director reporting directly to the Executive Chairman, Chief Human Resource Officer of a not-for-profit ASEAN-like organization with 3 business Divisions – Language teaching, Hotel and Examination, and Founding CEO of the Institute of Human Resource Professionals (a tripartite company set up by MOM, NTUC and SNEF). He is now the CEO of Eliteus Pte Ltd.

He was awarded the "Leading HR Leader" by the Singapore Human Resources Institute (SHRI) in 2010 and personally-lead negotiations with FDAWU, UWEEI, SMMWU, SMWEU, SISEU, Batu, ESU and NTWU. He was on the Boards of NACLI (National Community Leadership Institute, a training organization of the People's Association), SD Edible Products Ltd, SD Plantation Europe Ltd, SD Plantation Investment (Liberia) Pte Ltd, Kwang Joo Seng (Malaysia) Pte Ltd, SD Eastern International Ltd and SD Management Services (S) Pte Ltd and was a member of the Workforce Development Agency (WDA) Training and Adult Education Skills Council and the Ministry Of Transport industry-wide Electric Vehicle (EV) Manpower Development Taskforce.