Effective Performance Management

Discover the strategies to success through people and performance

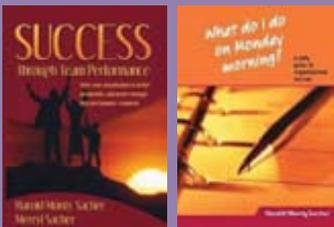### J.W Marriott Hotel, Kuala Lumpur, Malaysia • 29th - 30th April 2010

Course Facilitator:

Monty Sacher
Founder/Principal
Sacher Associates (Australia) Pty Ltd

FREE TAKEAWAY!!!

Books by Monty Sacher:

- Success through Team Performance
- What Do I Do on Monday Morning?

Highlight:

- Each delegate will also receive a Success through Team Performance Workbook that act as an implementation tool to help in building the team performance system described in the book. It includes questionnaires to check your understanding, exercises and case studies to apply the concepts described in the book.

Testimonials

"This is what we need: consultants who can tell us HOW to solve our problems."
~ Mossman Central Mill Co.

"In my view, Performance Measures Applied is the single most important development work our company has or will undertake for a long time."
~ Angliss Pacific Limited

"The business had been set a difficult profit target and the continuing economic downturn, resulting in reduced revenue, reinforced this situation. The business was able to meet its profit target and return an 11 percent improvement on this target which, in financial terms, amounts to several millions of dollars."
~ South Eastern Power

Capitalize On The Expert Knowledge To Gain Maximum Value On These Vital Issues

- ❖ **UNDERSTAND** the key issues in building an effective Performance Management system
- ❖ **DISCOVER** the 10 essential components and systems for effective Performance Management
- ❖ **GAIN** insights into successful Performance Management system of many world-leading organizations
- ❖ **BENCHMARK** the best practices of world class organizations
- ❖ **ESTABLISH** the crucial link between strategy and daily actions and operations
- ❖ **ENHANCE** your understanding in Performance Management system to meet global challenges and competitiveness
- ❖ **LEARN** how to implement Performance Management effectively
- ❖ **FORGE** the strategic connection between performance, communication, and learning
- ❖ **IMPROVE** the way to effectively reward performance through positive recognition system

Official Hotel:

JW MARRIOTT
KUALA LUMPUR

SACHER ASSOCIATES
success through people and performance

Workshop Overview

The future has arrived. Throughout the world, private industry, the public sector, local government, small business and society at large have experienced unprecedented and extraordinary change. This revolution is underpinned by pressures and trends, all of which are set to be around for the foreseeable future.

Every person in an organisation is employed to deliver results (outputs) which contribute to the organisation as a whole. Effectiveness is judged by the extent to which internal and external customer demands for outputs are met. In the long run everyone is measured against whether the customers' demands and their many and varied expectations for outputs have been satisfied.

Nowadays, most performance management systems fail because they do not make the crucial link between strategy and daily actions and operations. They focus attention on tactical feedback and control of short-term operations. Hence, a good performance management system is needed to provide a comprehensive framework that translates an organisation's vision and strategy into a coherent set of outputs, performance measures and targets.

This workshop presents a uniquely holistic view of Performance Management, while discussing the key concepts; it also affords many opportunities for delegates to explore the various case studies.

Day 1 | 29th April 2010

MODULE 1: THE 10 ESSENTIAL COMPONENTS AND 10 ESSENTIAL HUMAN RESOURCE SYSTEMS FOR EFFECTIVE PERFORMANCE MANAGEMENT

❖ The 10 essential components
- Unified sense of direction
- Organisation strategy
- Outputs and measures
- Targets
- Feedback
- Communication
- Organisation structure
- Job and process design
- Rewards
- Skills/knowledge

❖ The 10 essential systems
- Strategic/business planning system
- Performance management
- Performance measurement system
- Performance appraisal
- Feedback system
- Information system
- Communication system
- Processing/technical system
- Recognition and remuneration system
- Strategic human resource development system

MODULE 2: A UNIFIED SENSE OF DIRECTION

❖ Values, vision and mission: What they are and what the
❖ Difference is:
- The importance of focus and balance
- Implementation of a unified sense of direction: Guidelines and pitfalls

Workbook exercises: To develop values, vision and mission

MODULE 3: ROLE CLARIFICATION

❖ The concept of role clarification
❖ Customers, stakeholders and total stakeholder satisfaction

MODULE 4: OUTPUTS, MEASURES AND TARGETS

❖ Why output orientation is important
❖ Define and develop outputs
❖ How to set performance measures and targets
❖ Quality standards for outputs, measures and targets
❖ Output based budgeting
❖ Common pitfalls

MODULE 5: COMMUNICATION

❖ Performance linked communication
❖ What's to communicate
❖ How to communicate
❖ The unique role of the Team Leader
❖ Pitfalls in communication
❖ An integrated performance linked communication system

Day 2 | 30th April 2010

MODULE 1: PERFORMANCE LINKED LEARNING

❖ Right skills, right time, right place
❖ Competency demand
❖ Competency supply
❖ An integrated performance linked learning system

MODULE 2: TEAM BASED ORGANIZATION STRUCTURES

❖ Current organization structures
❖ The modern team based structure
❖ The ideal organization structure
❖ The four golden guidelines for organizational design
❖ The one perilous pitfall

MODULE 3: REWARDING PERFORMANCE

❖ Positive recognition systems
❖ Quality standards for positive recognition systems
❖ Team based reward systems
❖ Quality standards for effective team based reward systems
❖ The major pitfall

MODULE 4: IMPLEMENTATION: GUIDELINES AND PITFALLS

❖ Guidelines for successful implementation of effective performance management systems
❖ Pitfalls to avoid

MODULE 5: CASE STUDIES

These case studies will be highly practical, interactive and thought-provoking. The case studies will be extremely helpful in the applicability to most organisations whereby delegates are able to learn about successful or not so successful practices and will culminate specific ideas or actions that can be immediately implemented after this workshop

WHO SHOULD ATTEND

This workshop is particularly designed to accommodate the needs of Vice President, Directors, Department Heads as well as Senior Managers who involve in the area of Performance Management particularly from the following area/departments:

- ✓ Human Resources
- ✓ Performance Management
- ✓ Compensation and Benefit
- ✓ Organizational Development
- ✓ Recruitment and Retention
- ✓ Training & Development

WHY YOU SHOULD ATTEND

A good performance management system is needed to mobilize the people in the organization in such a way that their daily activities bring them closer and closer to strategic goal achievement.

By developing a set of outputs, measures, targets and feedback systems for the leadership team, and then cascading these down the organisation in such a way that they are localised, meaningful, understood, owned and aligned, the link between the organisation's strategic goals and the daily actions of the people doing the work can be made.

By attending this 2-day workshop, it will impart skills and techniques that are essential and critical in ensuring a better performance management system is used in your organization to increase productivity and profit in a whole.

PRE-COURSE QUESTIONNAIRE

To ensure that you gain maximum value from this course, a detailed questionnaire will be forwarded to you upon registration to establish your exact training needs and issues of concern. Your completed questionnaire will be analysed by the course trainer prior to the event and addressed during the event. You will receive a comprehensive set of course documentation to enable you to digest the subject matter in your own time.

Program Schedule

(Day 1 - Day 2)

08:30	Registration
09:00	Morning Session Begins
10:40 - 11:00	Refreshments & Networking Break
12:45	Luncheon
14:00	Afternoon Session begins
15:30 - 15:50	Refreshments & Networking Break
17:00	Course Ends

ABOUT YOUR COURSE FACILITATOR

Sacher Associates' Director, Monty Sacher, has held a strong commitment to the quality and productivity field since 1981. His particular interest and expertise lies in improving bottom-line performance in medium to large organisations in both the public and private sectors.

Monty graduated from the University of Cape Town in South Africa with a Bachelor of Business Science Degree. This four-year honours degree enabled him to major in Business Science, Human Resources and Psychology. He also holds a Management of Training Certificate from the Graduate School of Business Administration of the University of the Witwatersrand and an Industrial Training Certificate from the Natal Technical College.

After graduating, Monty embarked on a Human Resources, Training and Consulting career in Marketing, Operations and Manufacturing with South African Breweries. After five promotions in six years, he reached executive status at the age of 28 - the youngest executive in the third biggest industrial organisation in South Africa.

In 1987 Monty founded Sacher Associates, a productivity consulting and publishing company. Sacher Associates specialises in the development and implementation of performance improvement systems in both the private and public sectors. Since its inception, Sacher Associates have established performance systems in some of the most successful public and private sector organisations in Australia. Sacher Associates is best known for it's focus on implementation.

Monty is the author of Performance Measures Applied - a practical manual to measure performance; A Commonsense Approach to Business Planning, Success Through Team Performance, Performance-linked Learning and Performance-linked Communication - practical manuals which have become known for their ability to translate business principles into clear, concise, user-friendly guides to business success. He has also just published a new book, What do I do on Monday Morning? A daily guide to organizational success.

Sacher Associates' performance solutions are used by over 70% of Australia's top 100 companies, thousands of government organizations, as well as hundreds of small and large organizations in the USA, New Zealand, South Africa, UK, and beyond.

The following is his partial client list:

✓ Hitachi	✓ US Coast Guard
✓ Walt Disney	✓ Natural Gas Pipeline
✓ Kodak	✓ Toyota
✓ Texas Instruments	✓ Dupont
✓ Hewlett-Packard	✓ General Electric
✓ Shell	✓ Illinois Power Company
✓ NEC	✓ First Bank
✓ BHP Steel	✓ Bridgestone
✓ Missouri School for the Blind	✓ Canon
✓ Cadbury Schweppes	✓ Philip Morris
✓ Federal Express	✓ Seiko
✓ BP	✓ Kimberley Clark
✓ Caltex Oil	✓ Johnson & Johnson
✓ Ford Motor	✓ Argyle Diamond Mines
✓ Occidental Chemical	✓ US Department of Education
✓ Black & Decker	✓ Prudential Insurance
✓ Singapore Airlines	✓ Abbott
✓ Fuji Xerox	✓ First Express
✓ Cathay Pacific	✓ Ericsson
✓ Toshiba	✓ Mobil Oil Australia Limited