

Performance Appraisal Made Easy: A Complete Guide



for Department heads, Section heads, Managers, Executives and Supervisors
who are in the capacity to conduct performance appraisals

19 September 2014 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya

Operating business in today's highly competitive environment heightens the need for organizations to focus on the quality of their staff performance. Managing staff performance should therefore be the primary concern of every manager and leader of the work team.

<i>Learning Objectives/Outcomes</i>	100% SBL claimable
<ul style="list-style-type: none"> ✓ To understand the importance of Performance Appraisal ✓ To learn various Performance Appraisal methods ✓ To enhance skills on how to conduct effective Performance Appraisals ✓ To handle the Performance Appraisal Interview effectively 	<p>Normal Fee: RM450 per participant</p> <p>Register by <u>05 Sept 2014</u>, or Group of 2 or 3 Participants: 10% Discount Group of 4 or 5: 15% Discount</p> <p><i>Certificate of participation will be awarded upon completion of the program</i></p>

Program Outline

<p>Introduction to Performance Appraisals</p> <ul style="list-style-type: none"> • Defining Performance Appraisals • Purpose of Performance Appraisals • Benefits of Performance Appraisals • Why Performance Appraisals Are Avoided <p>Types Of Appraisal Systems</p> <ul style="list-style-type: none"> • Graphic Rating Scales • Behaviourally Anchored Rating Scale System • Behavioural Observation Scales System • Basics of KRA/KPI System 	<p>Appraisal Process</p> <ul style="list-style-type: none"> • Ethics • Traits of An Effective Appraiser • Pitfalls • Pre Appraisal Preparations <p>Communicating With The Employee</p> <ul style="list-style-type: none"> • Importance of The Communication Process • Appraisal Interview Process • Conducting The Appraisal Interview • Providing Constructive Feedback
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The Trainer

Dr Jasjit Kaur, PhD has more than 20 years industrial experience in various sectors such as manufacturing and services. She has hands on practical experience in the plastics, textiles, electronics and hotel industries. She pursued her PhD in the Technology Management field with Innovation as the area of specialization. She also holds a Master of Business Administration (MBA) and a Bachelor of Business Administration, BBA (Hons).

During her industrial employment, she has handled various functions related to Human Resource Management and Administration. She has held positions at the Division Head and Departmental Head levels such as Group Human Resource / Administration Manager, Assistant Director of Human Resources and Administration Manager. Dr Jasjit has negotiated Collective Agreements with unions, established Standard Operating Procedures, Job Descriptions, conducted Training Needs Analysis, established and implemented Training Evaluation. She has also been involved with specific coordinator roles such as being the Quality Management Representative for obtaining ISO 9002.

In her capacity as a Training Specialist she has conducted training for all levels of staff in various industries. As a corporate trainer for 15 years, she has conducted extensive Public and In-house training ranging from human resources, motivation & teambuilding, supervisory skills, office management and leadership skills, business communication, etc. She can conduct training in the English language and also Malay. Practical examples are provided from the respective departments to ensure participant understanding.

For **Registration Form**, Contact Miss Ng or download from www.XcelLearn.com

Customised In-house training also available.

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“Excel in Learning for Superb People and Organisation Performance”

Reply To: **XcelLearn Resources**

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REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name _____

Company Address _____

Contact Person _____

Designation _____

Tel _____

Fax _____

Email _____

Nature of Business _____

Enclosed is the Cheque (No: _____) of RM _____, crossed and made payable to **XcelLearn Resources (Public Bank Bhd A/C No: 3-1348468-09)**.

Do you need us to assist you on the booking of hotel accommodation?

Yes

No

If yes, please specify:

Check-in Date _____

Check-Out Date _____

* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on the training day.

Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to PSMB for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **XcelLearn Resources 1 WEEK BEFORE** training.
5. **XcelLearn Resources** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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