



# EMPLOYEE PERFORMANCE MANAGEMENT SYSTEM

“A Global Challenge for Organizations”

“A full day training session to learn Development and Implementation of A to Z Performance Management system & Rewards distribution management with its impact”

## Date & Venue:

31st August 2016  
Lahore at Royal Palm Lahore  
52-Canal Bank Road,  
Lahore-54840

02nd September 2016  
Karachi at Movenpic Hotel Karachi  
Movenpic hotel is situated in a prime downtown  
location at Club Road, adjacent to the Chief Minister  
and Governor’s House.

Workshop Investment  
PKR 26,000/- exclusive to GST

Timings: 9:00 – 5:30



## Course Facilitator:

**Awais Salman Khan**  
(CHRP, CRSS, CPCD)  
HR & OD Professional / Corporate Trainer  
GULF REGION

Awais is an experienced HR & OD Professional and an Expert Corporate Trainer with 7 years of corporate industry experience. He has been engaged with varied Industries like Manufacturing & production, Industrial Engineering, FMCG, Retail, Food & Beverage, IT & Manpower Recruitment. He is serving the corporate sector for the development of Organizations and enhancing capability & productivity of employees through consultancy & trainings.

## Employee Performance Management:

Performance Management helps the employee to set and meet their goals in a defined duration. It helps the organization and employee having a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching. We will also recommend the best solutions for your organizational issues regarding Performance Management system, policies, procedures and related forms in form of a tool kit for the participants.

## Performance Management

After this course you will be able to establish and manage a performance culture, determine Key Results Areas (KRAs), set objectives and Key Performance Indicators (KPIs), and establish the right competencies for all the roles in your organization. You will design and define the right performance management system to support your organization's goals and encourage the development of each employee.

## Performance Appraisal

Individual performance appraisals help you manage the performance of each employee in your organization. However, unless you clearly link a performance appraisal to corporate goals and see it as part of the responsibilities of an effective manager, it can be nothing more than tick-box paper exercise.

## Course Benefit:

- Design, implement, monitor, evaluate and follow a performance management cycle in a successful manner;
- Improve the visibility and accountability related to performance expectations;
- Implement the knowledge acquired during the training course, by accessing a set of performance management tools and relevant templates
- Identify the necessary corporate competencies and skill gaps to generate sustainable growth
- Rewards distribution Methodology

## Course Overview:

This course will clarify key, specific, detailed concepts and will provide practical tools and techniques for implementing, maintaining or improving the company's employee performance management system. Attendees will gain exposure to best practices in the field of performance management and will learn how to establish and use criteria for evaluating performance.

## 3 KEY BUSINESS BENEFITS

- Enhance employee responsibility and productivity by implementing effective performance evaluations;
- Ensure an impartial treatment of employees through appraisals based on results and successful communication management;
- Tighten the link between strategic objectives and day-to-day actions, by focusing on results, thus improving organizational performance and business profits.

## Course Content:

- Performance Management Philosophy
- What Employer wants from employee
- What Employee wants from Employer
- Building a Performance Culture
- Linking Performance Management with Organizational Goal
- Establish Performance Criteria
- Employee Performance Management System Architecture
- Job Description & KPI's development
- Employee Performance Management System Implementation
- Performance Management Cycle
- Overall Performance – Objectives v/s Competencies
- Performance Review Process
- Methodology – 360 Degree Feedback, Balance Scorecard and other methods
- Preparing for a Performance Discussion
- Rating Scales
- Managing the Performance “Bell Curve”
- Linking Performance to Reward
- Managing Poor Performance
- Linking performance evaluation results to talent development
- TNA associated with Employee Performance
- Performance Improvement Plan
- Employee performance appraisal System
- Performance appraisal meetings'
- Feedback techniques and recommendations
- Active listening
- Performance conversations
- Manage the appraisal challenges
- Action Plan, Summary and Evaluation

## Course Objectives:

- Defining Performance Management Cycle.
- Gain the knowledge of developing a Performance Management System
- Understand how performance management works and the tools to make it work.
- Learn how to track the employee performance during each phase of the performance management cycle;
- Create business based objectives, including 'SMART' targets, measures and key performance indicators (KPIs)
- Drive organizational performance by Implement effective performance management system in your organization
- Practice giving and receiving objective and constructive performance feedback with confidence and reduced anxiety
- Learn how to conduct efficient performance appraisals.
- Learn Reward distribution strategies
- Network with other professionals with same background and interest
- Brand yourself as a performance Management Specialist

## Methodology:

The Training will use a combination of updated concepts and practical Industrial applications of Performance Management System. Participants will be engaged in Activities, Role plays, Video scenarios with discussion, Group-work using examples typical to the job and different exercises to help applying the best practices in their organizations.

## Who should attend?

Entrepreneurs, analysts and professionals from any field, interested in employee performance management, will acquire the knowledge needed to understand the aspects that influence employee engagement and productivity and will access different methods that could help them improve the employee engagement levels within their companies.

### **Management representatives (different levels within the organization, from top to line management)**

Representatives of top/middle/line management and their respective organizations, regardless of their field of expertise, interested in measuring and evaluating employee performance, will be glad to discover a structured approach to the implementation of an employee performance management system, as well as best practices in the field. Moreover, for professionals who have just started such a project, this training course provides the knowledge required in order to understand the steps to be followed in the implementation process.

### **HR professionals**

This course offers HR professionals, such as HR Consultants, HR Managers or HR Associates, the opportunity to have exposure to a rigorous approach to individual performance management, through the implementation of an integrated system based on KPIs, behaviors and competencies. After completing this course, participants can return to their organizations with a more coherent perspective on how an employee performance management system should work and how they could improve the existing architecture.

Course Facilitator

## Awais Salman Khan

(CHRP, CRSS, CPCD)

HR & OD Professional / Corporate Trainer

GULF REGION

Awais is an experienced HR & OD Professional and an Expert Trainer who has been engaged with Industries like Manufacturing, Engineering, FMCG, Retail, Food & Beverage, IT & Manpower Recruitment. He is serving the corporate sector for the development of Organizations and enhancing capability & productivity of employees through consultancy & trainings.

He is a business graduate specialized in HRM. He is a Certified Human Resource Professional, a Certified Recruitment & Selection Specialist and a Certified Performance & Competency Developer. In a career span of almost 7 years, he worked persistently in the HR side of business and has been engaged in most of the HR functions with some of the top brands of current era.

His expert area includes Human Resource Management, Organizational Design, Talent Management & Mapping, Organizational Development, Learning & Development, Performance Management System (Balanced Score Card, MBO & 360 Degree), Competency Mapping, JD's & KPI's Management, Hay Method Job Analysis & Job Evaluation, Compensation & Reward Management, Career Development, Succession Planning, Employee Engagement & Retention, HR Policies, Procedures & Documents, HR Audit, Soft Skill Trainings and UAE Labor Laws.

Training is his passion and his Experience, Skills and "Can Do" attitude brands him the best in the business.



**He believes: "Learning is an ongoing process which should end only with our demise"**

## TESTIMONIALS

### Ana Abela, Group HR Manager – CIMS Group

"Amongst many HR Trainers and consultants, I considered Mr. Awais for conducting a series of Trainings like HRM Practices, Recruitment & Selection and UAE Labor Laws for our Organization because of his Industrial experience plus his training & Influencing Skills. He is a very smart and excellent trainer and it's really a pleasure to recommend him"

### Vibha Sonis, HR Specialist – AG Group

"I would highly recommend the industry to work with Mr. Awais. He develops a deep and well-rounded understanding of each and every trainee before building and implementing programs. He conducted training on Performance Management & Strategic Induction for our group and left a deep imprint on all the individuals engaged, who all felt privileged and enriched by the programs undertaken."

### Tameem Banu, HR Business Partner – Krishna International

Mr. Awais is an interesting, funny, engaging, and passionate speaker when sharing his knowledge of HR / soft skills. I have been fortunate to experience some of his trainings, such as Leadership in the work place, Team Building and Human Resource Management. Each time I took away lots of information to put into practice in my professional and personal life. I highly recommend Awais, you will not regret engaging with him to help develop your organization and morale at your workplace.

### Jay Ermada, Sr. Customer Services Manager - Emirates Global Aluminium

"Mr. Awais conducted our in house sessions on Talent Management & Customer services and it was a lifetime experience, touched everybody's heart. He is really a true leader - a source of never ending inspiration. Keep this spirit up"

### Sameer, HR Executive - Louzan

Mr. Awais is a committed, dynamic Trainer. His talent for Training exceeds normal expectations and his enthusiasm for facilitating is reflected in his Trainings. Anyone who has the opportunity to attend his sessions will learn and enjoy at the same time. I endorse this Young man for his Trainings.

### Jason Joy – HR Coordinator - Belhoul Group

"Awais is a fabulous speaker, dynamic and entertaining and he is excellent in motivating the trainee's. I attended his sessions on HRM & UAE Labor Laws. His Trainings always offer insight learning of the topics and he boosts our confidence by making us believe in ourselves ..... Don't miss to attend his session!"



HIS CLIENTELE

For registration(s) send us your Participants Name,  
Designation email, address & cell numbers  
Also please provide us organization's NTN #

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### Quickbiz Cancellation Policy:

Substitutions are welcome. cancellation must be confirmed by email.  
For Cancellation made in the 05 working days to the workshop, no  
refunds will be given.