

## **MANAGING TOP PERFORMANCE THROUGH KEY PERFORMANCE INDICATOR AND KEY RESULT AREA**

### **Key focus**

1. Know and apply the concepts of managing performance through KRA and KPI
2. Understand the principles of linking strategy to performance
3. Understand and apply the principles of performance planning, objectives setting, measurement and action planning through initiatives
4. Some basic principles of Balanced Scorecard

### **Who will benefit**

All senior managers and heads of departments who lead teams and have subordinates reporting to them.

**Take The Next Step**

## Day one

### 1. An Insight to Performance Management

- ▶ What is Performance Management?
- ▶ Different types of Performance Appraisal System

0900-1030

#### *Morning tea break*

- ▶ Typical components of a Performance Management process
- ▶ Why traditional Performance Management often faltered
- ▶ A new perspective in performance Management

1030-1045

1045-1300

#### *Lunch*

1300-1400

### 2. Mission, Roles, and Key Results (Effectiveness) Areas

- ▶ What mission is all about?
- ▶ Role outputs and relationship
- ▶ Key Result Areas (Effectiveness Areas)
  - Managerial Effectiveness
  - Apparent Effectiveness
  - Personal Effectiveness

1400-1530

#### *Afternoon tea break*

1530-1545

- ▶ Inputs vs. key results areas
- ▶ Common KRAs – subordinate, innovative, project, development, systems and co-workers

1545-1700

Take The Next Step

## Day two

### 3. Strategy

- ▶ Strategy and the Performance Management System
- ▶ Do we need a strategy
- ▶ An approach to strategy development
- ▶ Mapping Strategy

0900-1030

#### *Morning tea break*

1030-1045

### 4. Key Performance Indicators (KPIs)

- ▶ What is KPI
- ▶ Strategy, objectives and measurements
- ▶ Performance objectives
- ▶ The planning process

1045-1300

#### *Lunch*

1300-1400

- ▶ Development of objective linked to the strategy
- ▶ Performance measures and its types
- ▶ Performance targets and its types

1400-1530

#### *Afternoon tea break*

1530-1545

- ▶ Initiative to support your
- ▶ Strategy

1545-1700

### 5. What's Next

- ▶ An insight into the Balanced Scorecard a performance management system

Take The Next Step