



Performance  
&  
Coaching

## PEOPLE AND PERFORMANCE MANAGEMENT (LEVEL 4)

Course Reference Number : TGS-2019503877 | Classroom & Asynchronous e-learning | Valid from 27/1/2020 - 1/8/2027

### INTRODUCTION

This 2-day (16 hour) programme is designed to equip leaders and managers within the organisation with the skillsets to plan and measure performance. The programme will also look into the implementation of plans and how to manage performance. The programme will also look into the review and rewards for performance.

### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

- Set goals & develop team plans
- Implement plans & manage performance
- Review & reward performance

### TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

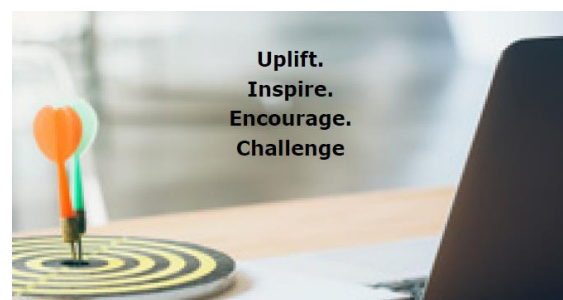
## COURSE OUTLINE

### SET GOALS & DEVELOP TEAM PLANS

- Introduction to Performance Management and Remuneration
- Setting S.M.A.R.T Goals
- Management By Objectives (MBO), Management By Wandering Around (MBWA)
- Developing Team Plans and RASCI
- Identifying, Requesting and Allocating Resources Required to Implement the Team Plans

### IMPLEMENT PLANS & MANAGE PERFORMANCE

- Performance Management Theories
  - > Expectancy Theory, McGregor's Theory X and Theory Y
  - > Frederick Herzberg's Hygiene and Motivational Factors Theory
- Leading a High-Performance Team
  - > Selecting The Right Team Mix
  - > Leadership and Focus
  - > Moving the Team Towards High Performance
  - > Monitoring Team Performance
  - > Managing Emotional States
  - > Methods To Improve Team Performance
- Managing Risks
  - > Manager's Role in Managing Risks
  - > Sources of Risks
  - > Assessing Risks



### REVIEW & REWARD PERFORMANCE

- Criteria of Successful Teams
- Data Sources to Review Performance
- Providing Feedback
- Common Pitfalls in Assessing Performance
- Professional or Industry Codes of Practice and Standards
- Legal and Ethical Considerations relating to Performance Management
- Market Trends and Developments in Relation to Remuneration and Performance Management
- Supporting Team Leaders
  - > Coaching (GROW Model), Mentoring, Instructing
- Termination
- Reward Team Performance

### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$708.50 (Inclusive of GST \$58.50)

**From 1st Jan 2022, Absentee Payroll will be adjusted to \$4.50 per trainee-hour, capped at \$100,000 per year**

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$650.00	\$650.00	\$650.00
SkillsFuture Funding	\$325.00	\$455.00	\$455.00
Total Nett Fees	\$325.00	\$195.00	\$195.00
GST (9% x \$650)	\$58.50	\$58.50	\$58.50
Total Fees Payable	\$383.50	\$253.50	\$253.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

**Organisational Development Concepts Pte Ltd (UEN 201026450Z)**

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