GLOBAL HORIZON PLUS
TRAINING CENTER



Continuous Performance Improvement

Kuala Lumpur -

30-11-2026

Continuous Performance Improvement

Course code: HR61 From: 30-11-2026 Venue: Kuala Lumpur - Course Fees: 5000 £

Introduction

This course is assuring that the employee and the organization are converged and joined towards strategic priorities.

This course will convince you how to integrate Performance Objectives, Critical Success Factors, and Key Production Indicators into a system used by a highly skilled leadership, managerial, and supervisory team.

This will allow the top-performing companies to not only develop future and existing leaders but also form robust Containous performance Improvement methods.

This covers natural performance reports and detailed appraisals, merit-based reward and recognition, staff improvement followed with business needs, and logical approaches to low or non-performance.

Supervisors want to customize their plans to each staff, whether improving stretched objects for over-performers or dealing with complex and or low performing staff.

The right plan and usage of SMART objectives also enable requisite to follow over and play an integral part in any Containous performance Improvement system.

It is generated after extensive research and is aligned to universal best practices and benchmarks.

This course will also explain invaluable for qualified leaders who want to build their skills to the next level, and for managers who have had no formal experience or training with views to managing performance.

This course will highlight:

- The general plan and implementation of an efficient Performance Management System
- The essential skills that leaders across all levels need to be productive in Performance Management
- Performance assessments that work in a several and multi-cultural environment
- Managing and Growing on low and non-performance
- Supporting best performance via positive support and affirmation
- Obtaining the balance between responsibility, empowerment, and results

Course Objectives of Performance Management

By the end of this course, shareholders will be capable of:

- Plan, improve and achieve a strategy-based performance management action design that aligns to

sustaining a high-performance experience and optimal financial business outcomes

- Recognize and develop core behaviors needed in performance planning
- Perform to and improve sound performance management principles
- Explain how impulse in the workplace can produce expected returns from your employees
- Discover proven ways to reward and provide excellent performance
- Ensure that all team members are organized and dedicated to their aims
- Maintain expectations on how staff's growth will be measured
- Give valuable constructive feedback and constant coaching for decisions
- Appropriately provide for the performance review
- Form, contribute and provide a High-Performance Knowledge

Course Methodology of Performance Management

This course is planned to help the most contribution of all shareholders. This will cover the suggestion of ideas and approaches to the shareholders and support them to test out the ideas using group work analysis, exercises, and feedback.

At the end of each day, the participants will be completing their records of what has been learned and considering how the ideas might be transferred back to the workplace.

Organizational Impact of Performance Management

As a decision of attending this course, the organization will serve by:

- The performance of all Leader's will be developed
- Value-added to the staff and the organization as a whole
- The higher commitment of employees with the organization
- Devoted to creating a high-performance culture and organization
- The course will be aligned with an organization's strategic goals and cultural values
- Implementation of key performance management plans for supported results

Personal Impact of Performance Management

As a direct result of attending this Global Horizon training course, you will:

- Perform efficient performance management

- Gain trust and self-assurance in distributing with all types of performance matters
- Have a higher consciousness of the performance evaluation as a positive and motivating impact on performance
- Use the best training in discipline and performance enhancement planning
- Have a unique consciousness of their own beliefs and limitations described to employee performance
- Uncompromisingly guide high performance during the organization

Target Audience of Performance Management

This course is a fit wide range of professionals but will be a great benefit:

- Human Resource
- Employment Relations
- Personnel Staff
- All Line Managers
- Team Leaders
- Supervisors
- Learning & Development
- Training Officers
- Supervisors who are or will be responsible for the use and application of performance management and assessment methods

Course Outlines of Performance Management

DAY 1

Introduction to Performance Management

- The Context and Business Case for Performance Management
- Strategic and Integrated Performance Management
- The Importance of Establishing a Culture of High Performance
- The Principles and Building Blocks of Effective Performance Management
- The Role of HR and Leaders within Performance Management

- Motivational Theories, Models and their Role in Performance Management
- The Psychological Contract in Practice

DAY 2

Performance Management: Setting Performance Objectives

- What are the performance objectives?
- Key Elements of Performance Objectives SMART
- The Importance of Agreeing to Objectives
- Quantitative and Qualitative Objectives
- Developing SMARTMaC Objectives
- Setting Objectives
- Achieving Holistic Organization Integration Vertical, Horizontal and Functional

DAY 3

Performance Management: Key Performance Indicators (KPIs)

- What are KPIs?
- Significance of Performance Objectives and KPIs
- Developing the Best KPIs for Your Organization
- Designing KPIs that Matter
- The Value of the Balanced Scorecard (BSC)
- The Purpose of Employee Appraisal
- Managing Challenges with the Employee Appraisal

DAY 4

Performance Management: Managing Performance

- Monitoring Employee Performance with Ongoing Review
- Addressing the Performance Gap Proven Approaches to Solving Performance Problems
- Managing a Performance Problem

- Improving Attendance at Work Resolving Absences and Sick Absences
- Agreeing with the Performance Appraisal Rating
- Performance Appraisal and the Link to Rewards and Recognition
- Benchmarked Performance Appraisal Methods

DAY 5

Impact of Positive and Constructive Feedback and Coaching

- Optimal Feedback Models to Provide Constructive and Developmental Feedback
- Impact of Giving and Receiving Useful Feedback
- Coaching for Effective Performance
- Continuing Professional Development: Personal Development Planning (PDP)
- Review, Summary and Final Evaluation