



ONLINE REMOTE LEARNING – 7 HOURS “PRACTICAL GUIDELINES IN MEASURING WORK PERFORMANCE AND MANAGING POOR PERFORMANCE”

25 AUGUST 2021 (9.00 AM – 5.00 PM)

OBJECTIVES

Appraising the performance of employees involve appraising both the job and non-job dimensions. Measuring both dimensions require a combination of objective and intuitive insights that augurs with the philosophy “*you cannot improve what you cannot measure and what gets measured, gets done*”. The measurement will provide indicators for performance improvements for each employee or conversely as evidence of great probative values proving employees categorized as poor performers who has to be managed to shape up or to ship out with just cause or excuse.

The course will deliberate on Performance Management as a Complete System as opposed the myth of it being just an annual or biannual appraisal. More importantly, the course provides the Technique and Practical Guidelines **on how** to measure performance; an activity well recognized as so important but more often neglected. With performance measurement, the performance system in its entirety is complete, comprehensive and unchallenged.

COURSE FACILITATORS

LT COL (R) HJ MOHD AKHIR BIN HJ HAMZAH is a Senior Consultant – IR in MEF. Prior to joining MEF, he was a Senior Manager Human Resource at the International Medical University (IMU). His career in the private sector initially was as an Assistant Registrar at Universiti Tenaga Nasional (UNITEN). He joined UNITEN upon completion of his Master of Business Administration at the University of Wales, College of Cardiff UK. He is also a member of the Chartered Institute of Transport UK and a UiTM graduate. Lt. Col. Akhir has extensive experience in representing member companies in Industrial Court hearings at the Industrial Court. His other main key role is as an HRDF Certified Trainer; conducting Industrial Relations courses at public programs and at company premises of which managing performance of employees is an area of his special interest.

PREMA KESAVAN is a Senior Consultant – IR, MEF. Prema Kesavan graduated with an LLB Hons with University of Wolverhampton, United Kingdom. She handles member companies’ cases at the Industrial Court (IR) and Jabatan Tenaga Kerja (JTK). She provides advice to companies on industrial relations and employment related matters. She is a member of the Malaysian Institute of Arbitrators. She is also a certified HRDF trainer. She has conducted training programs for member companies in Petaling Jaya, Kuala Lumpur, Penang, and Johor Bahru.

PROGRAMME

8.30am - 9.00am	Registration of Participants.
9.00am - 9.15 am	Security of Tenure in Employment from the Legal Perspective.
9.15am - 9.30am	The Performance and Potential Grid Exercise.
9.30am - 10.00am	Performance Management System
10.00am - 10.10am	Break
10.10 am - 10.45am	Performance Dimensions. I). Job Description II). Role Description – Contextual Performance Dimension (CPD)
10.45am - 11.00am	Deliberations on IQ, EQ, AO and AI.
11.00am - 11.10am	Break
11.10am - 12.00pm	Job Measurement Worksheet i). Objectives /Goals ii) Critical Success Factors (CSF) iii) Performance Metrics iv) Target v) Periodic Assessment
12.00 - 1.00pm	Exercise on Job Measurement Worksheets.
1.00pm - 2.00pm	Lunch Break
2.00pm - 2.30pm	CPD Assessment Form and Weightage of Assessment
2.30pm - 2.40pm	Break
2.40pm - 3.00pm	Performance Warning for Probationers and Confirmed Employees
3.00pm - 3.45pm	Performance Improvement Plan (PIP)
3.45pm - 4.00pm	Break
4.00pm - 4.30pm	Managing Poor Performers
4.30pm - 5.00pm	Questions and Answers

WHO SHOULD ATTEND

All practitioners involve in handling Human Resources (HR) and Industrial Relations (IR) matters for the company.

ENQUIRIES – ☎ 03 – 7955 7778

Cik Norkhalidah (ext.163) • norkhalidah@mef.org.my
Cik Musfirah (ext. 119) • musfirah@mef.org.my

Cik Wong Ping Sing (ext.134) • pingsing@mef.org.my

REGISTRATION FORM

Yes! Register me as participant for the
**Practical Guidelines in Measuring Work
Performance and Managing Poor Performance**

DATE

**25 AUGUST 2021 (Wednesday)
(9 am to 5.00 pm)**

SEMINAR FEES

- MEF Members: RM 600 inclusive of 6% SST
- Non-Members: RM 700 inclusive of 6% SST

PAYMENT

- Upon receipt of the registration form, a quotation would be issued for those companies that apply for HRD Corporation's (*previously known as HRDF*) grant application. Only quotation will be sent instead of invoice and no payment is needed subject to HRD Corporation's approval.
- An invoice would be issued for payment for those companies that will not apply for HRD Corporation's grant application. All registered participants, who will not apply for HRD Corporation's grant application, must pay full fees before the event.
- Payment in cheque or bank draft made in favour of **MALYSIAN EMPLOYERS FEDERATION**
- Payment by bank deposit to Account No: **105280002422, Affin Islamic Bank Berhad** in favour of **MALYSIAN EMPLOYERS FEDERATION**
- A copy of the transfer slip and invoice number should be emailed to:
 - natasya@mef.org.my;
 - yeokhoon@mef.org.my; or
 - yapcc@mef.org.my

Send your Registration Form to:

MALYSIAN EMPLOYERS FEDERATION

3A06-3A07, Block A, Pusat Dagangan Phileo Damansara II
No. 15 Jalan 16/11, Seksyen 16
46350 Petaling Jaya, Selangor

Or via e-mail : norkhalidah@mef.org.my
musfirah@mef.org.my
pingsing@mef.org.my

Participant 1

Dr/Mr/Mrs/Ms: _____
Position: _____
Mobile: _____
Email: _____

Participant 2

Dr/Mr/Mrs/Ms: _____
Position: _____
Mobile: _____
Email: _____

***PLEASE TAKE NOTE THAT HRDF CLAIM IS SUBJECT
TO HRDF CONDITIONS AND APPROVAL**

***PLEASE ALSO BE INFORMED THAT THE ONLINE
LEARNING/ TRAINING WILL BE VIA
MICROSOFT TEAMS**

Contact Details

Company : _____

Mailing Address : _____

Contact Person : (Datuk/Dato'/Dr/Mr/Mrs/Ms / _____) _____

Position : _____ Email : _____

Tel : _____ Will claim training grant from HRD Corp: Yes / No

Cheque No. : _____ Amount : RM _____

(Authorised Signature)

Date