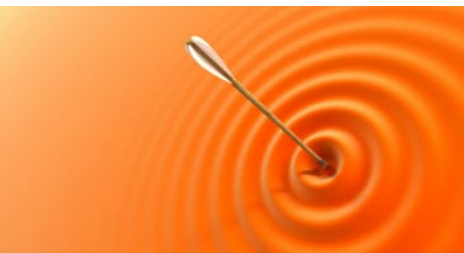


# Developing The Human Capital In Your Organisation

27 - 28 June 2007 ■ Kuala Lumpur  
Parkroyal Hotel



## ***STRUCTURE & PROCESSES***

- Performance Management Framework
- Planning KPIs
- Performance Management Process
- Observing Behaviour & Rating Competencies
- Performance Reviews

## ***COMPETENT MANAGERIAL SKILLS***

- Communication for Improved Performance
- Coaching & Feedback
- Differences in Values & Work Style
- Motivating to Achieve Objectives
- Empowerment & Delegation

organised by



**Centre for  
Management  
Technology®**  
Into our 24th year

## Day 1

### STRUCTURE AND PROCESSES

- 9:00 **PERFORMANCE MANAGEMENT FRAMEWORK**
- Importance of Performance Management Framework to an Organization
  - Issues Inherent in Most Performance Management Framework in an Organization
  - Performance Planning - KPIs
  - Your Role as an Appraiser or Reviewer

10:30 Coffee

- 10:45 **PERFORMANCE MANAGEMENT PROCESS**
- Performance Management Cycle
  - Balance Scorecard Concept and Associated KPIs
  - Assigning Weights to KPIs and Target Setting
  - Core and Functional Competencies
  - # *Video Presentation - Identification of Core Competencies for your Organization*
  - Levels of Competencies

1:00 Lunch

- 2:00 **OBSERVING BEHAVIOURS AND RATING COMPETENCIES**
- Observing Behaviours
  - # *Group Exercises - Recording Evidence*
  - # *Group Exercises - Rating Competencies*
  - Weightage Between KPIs and Competencies

3:30 Tea

- 3:45 **PERFORMANCE REVIEWS**
- Objectives of Performance Review
  - # *Role Play – Appraisee and Appraiser During Mid-Year Review*
  - # *Role Play – Appraisee and Appraiser During Annual Review*
  - Keys Steps During an Annual Review

5:30 End of Day One

## Day 2

### COMPETENT MANAGERIAL SKILLS

- 9:00 **COMMUNICATION FOR IMPROVED PERFORMANCE**
- Self – Assessment: Communication Style Profile
  - Communication
  - Barriers to Communication
  - Importance and Skills of Listening
  - # *Group Exercise – 1 & 2 Way Communication*

10:30 Coffee

- 10:45 **EFFECTIVE COACHING**
- Coaching and Feedback
  - # *Role Plays*
  - Qualities and Benefits of Good Coaching
  - Application of Skill & Will Matrix

1:00 Lunch

- 2:00 **LEADING THE TEAM**
- Handle Differences in Values and Work Style
  - Allocate Team Roles and Responsibilities
  - Motivate your Team to Achieve its Objectives
  - # *Video Presentation – Building an Effective Team*

3:30 Tea

- 3:45 **EMPOWERMENT & EFFECTIVE DELEGATION**
- Why is Empowerment Important?
  - Implementing Empowerment
  - A Process for Effective Delegation
  - # *Case Study – “Make it or Break it”*

5:30 End of Day Two

Program topics, speakers and schedules published herein are confirmed as at printing time. Please refer to the event's timetable page at [www.cmtevents.com](http://www.cmtevents.com) for the most up-to-date information.

**PROGRAM BENEFITS**

- Developing the skills and ability to successfully manage the performance of others
- Addressing the performance management process from planning through to appraisal or review
- Requisitioning inter-personal and intra-personal skills to operate in partnership with the individual
- Building practical skill sets for delivering effective performance within your team
- Generating a positive productive performance partnership and fostering commitment to success through effective communication.
- Learning specific approaches to facilitate employee learning and growth to produce outcome-focused results
- Working with team members to create task and personal goals

**METHODOLOGY**

Power point presentations, case study analysis, discussions, role plays, video presentations, group exercises, Q & A session

**WHO WILL BENEFIT**

- Managing Directors
- Regional Directors
- Business Development Managers
- HR Managers • Head of Departments
- New Managers and all related executives who are responsible for the development of others.



**MR. RAIS RAJAN** is an experienced corporate trainer and management consultant specializing in human resource strategy, performance management, talent management, interpersonal and leadership skills and has more than 15 years of experience in

the education, HR and training industry.

Prior to this, he was involved in HR and training, customer service and marketing for an international organization. He has also designed and implemented performance management systems and competency based need analysis for several service and manufacturing companies.

To date he has personally delivered more than 300 training programmes and some of the companies that have benefited from his expertise include IBM Malaysia, Petronas, Selangor Turf Club, Ilham Resort, Bernama News Agency, Maybank, Bumiputra-Commerce Bank, Bank Rakyat, MNI Insurance, MCIS Zurich, AmAssurance Bhd, Telekom Malaysia, DRB-Hicom, Perodua Manufacturing, Tenaga Nasional Bhd, Open University Malaysia, NTV 7, Nestle (M) Bhd, Malaysian Thai Joint Authority, Leong Hup Holdings, Cao Industries, Titan Group, Landmark Properties, Maju Holdings Bhd, Amcor Rentsch Asia, Hanshin Freight International, DNMC International, Jaks Resources Bhd, Masterskill College for Nursing and Health, Infineon Technologies, Pioneer Technology, Australian Embassy, FreeScale Technologies (Motorola), Trengganu Development Management Berhad, Lembaga Minyak Sawit Malaysia, Jabatan Mineral & Geosains Malaysia, Lembaga Getah Malaysia and Jabatan Perhutanan Semenanjung Malaysia, National Tobacco Board, FELDA Palm Oil Industries, Jabatan Perancangan Bandar dan Desa and Lembaga Cocoa.

Rais Rajan, who has a personal mission to improve workplace dynamics, is well known for his practical, dynamic and lively sessions, thus consistently receiving excellent feedback from participants.

In addition he regularly conducts complementary tea talks for various companies and has written articles for the Malaysian Institute of Management E-newsletter.

He holds an MBA (Merit) from University of Bath, UK, a Bachelors Degree with Distinction in Business Administration from RMIT University, Australia and a Diploma in Banking & Finance from Institute Bank-Bank Malaysia.

# REGISTRATION

Developing The Human Capital In Your Organisation

Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Email \_\_\_\_\_  
 Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Email \_\_\_\_\_  
 Tel \_\_\_\_\_ Fax \_\_\_\_\_

Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/Postcode \_\_\_\_\_ Country \_\_\_\_\_  
 Approving Manager's Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Fees:** The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

|                    | 1 Person       | Group fee for 3 or more*<br>(from the same company) |
|--------------------|----------------|---|
| <b>Regular Fee</b> | <b>RM1,895</b> | <b>RM1,595<br/>(MIN SAVINGS OF RM900)</b>           |

\* Terms and conditions apply.

**Cancellations, Refunds & Transfers:** A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

**Cheques :** Crossed & payable to "Centre for Management Technology Sdn Bhd"

Photocopy Registration Form to Preserve Brochure Copy. June 2007

Update your details at [www.cmtevents.com](http://www.cmtevents.com)

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## TO REGISTER

Online: [www.cmtevents.com](http://www.cmtevents.com)  
 Email: [adminkl@cmtsp.com.sg](mailto:adminkl@cmtsp.com.sg)  
 Fax: (603) 2162 6393  
 Tel: (603) 2162 7322  
 Post to: Lot 7.03, 7th Floor, North Block,  
 The Ampwalk, 218 Jalan Ampang  
 50450 Kuala Lumpur

(99728-T)

Register online ~ [www.cmtevents.com](http://www.cmtevents.com)

Today, more than ever before, organizations are subjected to rapid change and market pressures. To remain competitive and deliver customer success, every individual's effort needs to be focused on successful business outcomes.

Two key areas combine to manage the human capital in your organization – **process and structure on one hand and a competent manager and workforce on the other.**

With an effective process and structure to manage performance, and with skilled and understanding managers, team members grow and develop in line with organizational imperatives.

## CERTIFICATE OF ATTENDANCE

A Certificate of Attendance will be awarded upon successful completion of the whole 2 day program. This serves as evidence to your personal and professional commitment to your career.

## PROGRAM TIMINGS

Registration: 8.30 am  
 Course Begins: 9.00 am  
 Morning Coffee: 10.30 am  
 Lunch & Zohor: 1.00 pm to 2.00 pm  
 Tea: 3.30 pm  
 Course Ends: 5.30 pm

## DOCUMENTATION

All participants will receive a set of concise and practical synopsis of the lectures. Together with your own notes it will be a useful source of reference for you and your organization.