

KEY PERFORMANCE INDICATORS MASTERCLASS

Effectively Measure Employee Performance and Engagement in Conventional and New Hybrid Workplaces

UPDATED!!

24th - 25th July 2023

18th - 19th September 2023

Kuala Lumpur (In Person) / Online Training

Major Benefits of Attending

By attending this 2 day training course, you will be able to:

- **UNDERSTAND** the fundamentals of Performance Management and how to link Key Performance Indicators (KPIs) with organisational objective
- **LEARN** how to develop Key Performance Indicators that are the right fit for the organisation
- **MANAGE** Key Performance Indicators in the organisation and avoid any drawbacks
- **IDENTIFY** and **DEVELOP** Key Performance Indicators (KPIs) to maximize organizational effectiveness
- **GAIN** essential knowledge and skills that will help in setting the stage for the development of Key Performance Indicators (KPIs)
- **UNDERSTAND** the difference between Key Performance Indicators (KPIs) and Key Result Areas (KRAs), and how they affect each other
- **MANAGE** and **DEPLOY** Key Performance Indicators ensuring post-implementation follow-up
- **MONITOR** and **CONTROL** KPIs
- **MASTER** the critical drivers of Performance Management to ensure successful implementation in your organisation

Free Takeaways

Templates to track and document your KPIs

Who Should Attend?

This workshop is suitable for all departments from cross-industries. This training is particularly recommended for...

- ✓ HR Managers
- ✓ HR Directors
- ✓ Top Management
- ✓ Senior Managers
- ✓ Senior Executives

For more details, contact hello@fdb.sg

Why you Should Attend?

Measuring the right Key Performance Indicators (KPIs) is vital to the health and success of your business especially nowadays, in the technology era.

KPIs are more than the numbers and metrics you report out weekly - they enable you to understand the performance and health of your business so that you can make critical adjustments in your execution to achieve your strategic goals. Knowing and measuring the right KPIs will help you achieve results faster.

Organizations with best practice KPIs clearly understand which indicators are crucial for learning, focus on those, while filtering out less relevant external reporting indicators, and nurture a high- performance culture. In reality, a lot of organizations use KPI, but the term is too loosely defined and overused as a form of business performance measure. Very few organizations actually monitor their true KPIs as a lot of organizations, business leaders, corporate accountants and consultants did not explore what a KPI really is. As a result, there are people having difficulty in implementing KPI monitoring and measuring systems, mostly due to the selection of KPIs and having problems with the monitoring systems.

To successfully measure the performance of a business or organization, **there is a need to identify and focus on the correct processes, therefore it is crucial to identify what causes success and how best to measure its performance.**

So do not miss this interactive, dynamic, experiential workshop as it is essential to acknowledge that the right KPIs used the right way will help keep your team focused, aligned and accountable!

Course Methodology

Client has the option to choose to participate either below method.

Online Course : This course will be conducted via Zoom.

Marriot Group Hotel: This course will be conducted at the hotel with the trainer on site. Participants will need to bring their own laptop. Lunch/Dinner and 2 networking breaks will also be provided.

Organized by:



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