

Master class:

# Performance Management

## Building an Effective High – Performance Organization

**Sylvia Zachariah**  
World Class Consultant

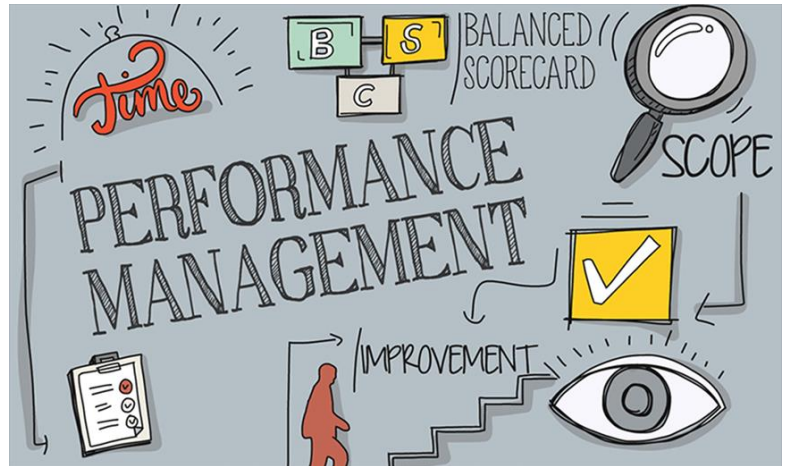
**Dates** 2<sup>nd</sup> & 3<sup>rd</sup> November 2020

From 08:30 to 16:45

**Language** – English

**Venue** –The Landmark–Nicosia

### About the Master class



Every organization exists to perform, be it the public and third sector (not for profit) or a private business. People are the crucial contributors and this needs to be planned and managed in a systematic and effective way. HR professionals have started to **embrace new trends in managing performance** and **evaluating contribution** that are meeting its needs of their companies and changing employee expectations better.

The performance review process is no exception. **KPIs, Metrics and Analytics** are becoming integral part in a performance management system and to how organizations operate. The challenges for businesses and organisations are relentless as the pace quickens. As Cyprus and the world emerges from COVID-19 new opportunities and challenges present themselves. This may be just the time for HRM to explore new and different ways to improve how organizations approach the tricky subjects of making sure everybody contributes to the maximum of their capability and ability..

### Aims of the Master class

This training program aims to identify some of the **latest thinking and changes** to the way HR approaches performance management, how these could be applied in your setting.

- Various different approaches from the traditional to the highly innovative
- Examples of **well-conducted appraisals** and also what should not be done
- **Different generations** - different expectations and needs
- How can we encourage high performance and ownership better?
- How to correct design and use SMART objectives in any **Performance Management system**
- How to overcome cultural reluctance to being open and honest about performance
- The 'squeezed' middle managers and how HR can support them
- Identifying **effective measures and metrics** that really support success
- Understand **the power of analytics** and learn the basics for immediate application

### Programme Structure

**Part 1 – TWO DAY TRAINING SEMINAR** 2<sup>nd</sup> and 3<sup>rd</sup> November 2020 – The Landmark – Nicosia

### Part 2 – SITE VISIT

The company of each person who attends the two-day Seminar is expected to subscribe to a half-day session of 4 hours, in the second stage of the program. The instructor will visit each company and spend time working with those who attended the Seminar, and, where appropriate, with their senior colleagues.



**CYPRUS EMPLOYERS & INDUSTRIALISTS FEDERATION**

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### Benefits of Attending

By the end of this seminar participants should be able to:

- Be able to use practical tools to create a more 'agile HR function' including templates
- Educate managers on more effective performance management and their role in aligning, measuring and analyzing performance
- Compare and contrast established practices and new approaches
- Evaluate from a portfolio of new approaches what can change the way your business:
  - Empowers HR to lead on metrics and analytics
  - Defines individual and team performance
  - Manages performance
  - Rewards what the organization values and knows what it values
  - Meets generational expectations
- Identify what could work best for your organization irrespective of size and sector;
- **Become an "Employer of Choice"** and prospering despite difficult economic conditions!!
- Integrate tools and techniques for immediate results



### Who Should Attend

Directors, Human Resource Managers, Senior Managers, Finance Managers, and other managers / officers who have responsibilities for managing, training and developing staff and /or have an involvement in shaping HR strategy

### Issues to be Addressed

- The Future of Performance Management
- Does the Traditional Performance review still work?
- The foundation stones to make performance reviews work better
- What does an effective performance conversation look like?
- **Group Exercise – Review case study and work out potential solutions**
- What is the difference between work aims and objectives – **OKRS – KPI's – Targets – Metrics and Analytics**
- How to set **SMART** impact led objectives – **KPI's that can be measured**
- The role of behavioral science in performance
- The squeezed middle manager
- The new face of performance management
- Understanding Analytics / Metrics
- Making the change
- Impact of millennial managers of how they deal with performance
- Reward and recognition are not always stimulating performance

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### Programme Leader

#### Sylvia Zachariah - World Class Consultant

A successful consultant, practitioner and Investors in People Assessor. Throughout her professional life, she gained practical and academic insights, which now conveys to audiences in a way that enthuses and empowers them to want to implement better approaches. Her Investors In People work provides direct and indirect consultancy support. She has worked with a wide range of organizations across all sectors, which has taught her a great deal about how to do things well and what excellence should look like



In previous work she gained practical experience as Operations Manager, HR Manager and Director. She lived and worked in many countries including the USA / Singapore / India / Lebanon / Thailand and Spain, she has gained an excellent understanding of cultural differences and that "one size – does not fit all", which is invaluable when sharing knowledge and experience. She approaches her training and hands-on support in a pragmatic way – using academic knowledge, but contextualizing it in a practical way so that business and individuals can actually apply this knowledge to the benefit of their organization.

Her seminars are aimed at providing tangible benefits, stimulus, knowledge and challenge, to encourage people to strive for continuous improvement

### ZERO Cost Master Class

The training program approved, by the Human Resource Development Authority (HRDA), as a vital importance seminar and is fully subsidized to eligible organizations that meet the HRDA criteria.

**The Masterclass is addressed only to OEB's members.**

### APPLICATION FORM

SURNAME / NAME	POSITION	I.D. NO	Mob. Phone NO
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

#### COMPANY / ORGANISATION

Company's Name: \_\_\_\_\_ Social Insurance No: \_\_\_\_\_

Contact Person \_\_\_\_\_ e-mail \_\_\_\_\_

Address: \_\_\_\_\_ Post Code: \_\_\_\_\_

P.O.Box: \_\_\_\_\_ Post Code: \_\_\_\_\_ District: \_\_\_\_\_

Tel.: \_\_\_\_\_ Fax: \_\_\_\_\_ No. of Employees: \_\_\_\_\_



