

AGILE PERFORMANCE MANAGEMENT

A TWO-DAY BESPOKE WORKSHOP



COURSE LEADER: KC YAN

- Senior Principal Consultant at ITD World
- Strategic HR Expert with over 40 years of global senior leadership experience
- Top International Master Trainer and Mentor Coach

MISSION: TRANSFORMING LEADERS AND CHANGING THE WORLD FOR THE BETTER

INTRODUCTION



Agile Performance Management is the progressive successor to the age-old concept of performance management. It is designed to suit the new fast-paced, social, and more collaborative style of working in today's organizational scenario.

With the speed with which technology is surging ahead, communication has become on the go and instant. Hence the concept of performance planning and performance appraisal on a yearly basis just does not fit the bill. The VUCA (Volatility, Uncertainty, Complexity, Ambiguity) churn and turbulent pace of business requires a more agile and more responsive approach to Performance Management. Factor in the nature of jobs are now driven by projects: multi projects, fast paced projects. Factor in the mores and norms of our ever-increasing Gen Y workforce desiring for quick-time dialogues and feedback and fast paced career moves.

Companies fully adaptive to these 3 major environmental trends require that their Performance Management adapt to an equally fast paced, fast churn, agile approach to planning and assessing performance requirements that can exhibit the following:

PERFORMANCE MANAGEMENT AGILE VS TRADITIONAL

Frequent Feedback

VS

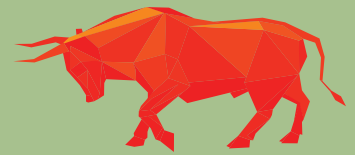
Annual Feedback



Flexible Goals

VS

Rigid Goals



Collaboration

VS

Dictation



Focus on Growth

VS

Focus on Delivery



Supportive Leadership

VS

Bossy Leadership



Caution though! For all the merits of Agile PM, let us not accidentally “throw out the baby with the bath water” when upgrading to the Agile Performance Management process.

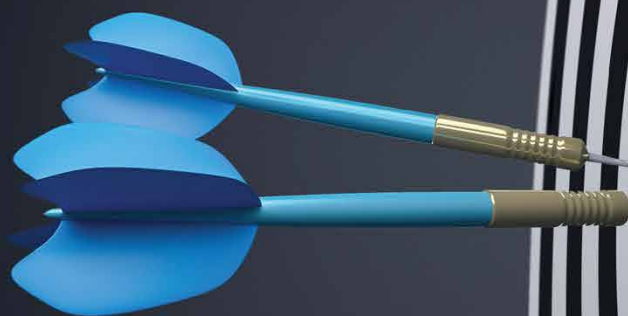
There may be some aspects of the traditional Performance Management that are worthy of being retained in the revitalized PM process and these needs to meet the expectations of 3 the key parties in the PM process: The C-Suite's expectations, The Immediate Manager managing the progressive dialogue, and The Employee who needs to receive feedback and provide the right performance responses.

The proposed program involves designing and delivering a two-day session on Agile Performance Management needed in this volatile and changing industry. From agile goal-setting (set frequent goals and weekly priorities), regular check-ins (communication, constant feedback and coaching needed to build high performance teams) to an ongoing development focus (building skills and capabilities), multi-party assessments as opposed to top down boss centric dictated evaluations only, participants will learn the what and why of agile performance management and how this will be applied in the organization.

LEARNING OBJECTIVES

By the end of the program, the senior executives will be able to:

- Differentiate agile versus traditional performance management systems
- Set agile goals that employees will own and be accountable for
- Conduct regular check-ins and feedback conversations
- Use coaching for performance and just-in time learning
- Apply agile performance management in their work teams
- Apply “critical conversations” for driving focused capability building dialogues
- Able to “triangulate” and summarize variances when multi-raters differ on ratings
- Enable employees to take personal accountability for the results and actions for high performance



COURSE CONTENT

DAY 1

Introduction

- Changing Business Environment & company's Performance Culture
- Agile Performance Management: What and Why
- Traditional Performance Management vs. Agile Performance Management
- 3 Critical Success Factors – Agile HR System, Agile Managers, Agile Employees
- Reconciling Tripartite Stakeholder Requirements for Agile PM Capabilities

Core Values of Agile Performance Management

- PM Core – Developing Capabilities + Progress
- Beyond Feedback – Dialogue Is Everything
- Clear Objectives and Action Items Drive Behavior
- Empowering the Manager Empowers the Employee
- Keeping the Best of Traditional & Embracing The New Company's – PM Final Framework

Agile Systems

- PM Systems – 360, Digital Enabled, Feedback on Demand
- Legal & Compliance Requirements
- Employee Development – Beyond Training – 11 Approaches
- Measuring Agile Effectiveness – Adapted Q12 Approach – Enablement PULSE
- Company's Revised Competency Models – Performance vs Potential



Efficiency is doing things right; effectiveness is doing the right things.

Peter Drucker



COURSE CONTENT

DAY 2

Agile Managers

- Critical Conversation-Dialogue Skills
- SBIE/ GEEAR Models for Positive/Negative Feedback
- Triangulating Multi Rater Assessment Results – Valid & Reliable Evaluations
- Coaching for Performance
- Coaching for Career Development

Agile Employees

- Personal Mastery
- Personal Branding & Careers
- Being An Effective Mentee
- Listening & Contextualizing – Agile Learning

How Agile PM Links to HPOs (High Performance Organization)

- KPIs for Measuring Success of PM System – Confirming Business Case for Change
- Leveraging PM Systems to Succession Planning
- Establishing Link Between Agile PM with Organization Vitality

COURSE LEADER'S PROFILE

- Senior Principal Consultant at ITD World with over 40 years of international experience.
- Ex Sr Human Resources Director, Asia-Pacific and Japan of Freescale Semiconductor, Swiss Reinsurance and Motorola. Headed the human capital function responsible for 23,000 employees across 12 different countries in the AP region.
- KC managed cross functional projects leading teams from the Americas, Europe, Middle East and Africa as Global HR Senior Leadership Team member.

LEARNING METHODOLOGY

1. Lecturettes
2. Structured group learning exercises
3. Facilitated Outcomes
4. Videos
5. Simulation Activities

SCHEDULE

Two (2) Days

8:00 am- 5:00 pm



- Held different roles from Supervisor to Supply Chain and Manufacturing Operations Manager before moving into Human Resources, OD, Learning & Development and HR Business Partnering.
- Transformed business strategies into executable human capital change initiatives that showed in strategic results.
- Certified Coaching & Mentoring Professional and Masters in Industrial Management from University of East Asia, Macau.

WHAT PEOPLE SAID ABOUT KC YAN:

KC was my Senior Human Resources business partner for my role as Regional President AsiaPacific for Swiss Re Group.

We built an effective relationship where he operated as a key sounding board and KC led HR related strategic discussions with the Asia Management Team.

Our key focus was resourcing and succession. Matters of talent engagement, retention and motivation were high on our agenda. KC was highly engaged, often at the individual person level in career discussions and made a valuable contribution to our success.



Swiss Re

Martyn Parker

*Member of Group Management Board Chairman,
Global Partnerships SWISS REINSURANCE GROUP*



Joe Yiu

*Chairman Emeritus Asia Region
FREESCALE SEMICONDUCTOR LTD
Formerly Executive Vice-President & General Manager
Motorola Semiconductor Products Sector/Freescale
Semiconductor Asia-Pacific Region*



Dato' Mohd Khalis Abdul Rahim

*Human Capital Officer
MALAYSIAN AIRLINES BHD*

I was privileged to work with KC Yan at Freescale Semiconductor. KC's strength lies in his keen ability to translate business strategies into granular bites for practical execution on the ground.

With his sharp analytical mind, he can "connect the dots" in the business with ease.

His strategic HR work around talent management and engagement has great impact on workforce retention. Certainly an excellent HR strategist with a well-balanced view of what makes business sense!

KC YAN'S CLIENTS INCLUDED:

- Vietnam – Vietinbank, Vietnam Works, Petro Vietnam Drilling, Vin Group
- Malaysia – Intel Malaysia, Osram Malaysia, B Braun Asia-Pacific, Motorola Solutions Malaysia, First Solar, Guinness Anchor Bhd., Robert Bosch, LotteChem Titan, University Sains Malaysia Graduate Business School, ShangriLa Hotels
- Mauritius – Institutional Expertise Services, Mauritius Civil Service College
- Singapore – Schneider Electric Asia-Pacific
- Thailand – Inter Thai Pharmaceutical, ThaiBev
- Africa – Africa World Scout Council, Indonesia - Citibank Jakarta

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INTERNATIONAL AWARD & RECOGNITION



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Mission

Transforming leaders and changing the world for the better.

Vision

The #1 global leadership development expert.

Core Values (LISTEN):

Love, Innovation, Synergy, Trust, Excellence and Nurture.

Competitive Advantage Statement:

ITD World is an award winning Multinational Corporation that provides the world's best leadership development solutions to leading global organizations. We offer comprehensive & innovative solutions that produce superior results.

Core Activities & Resources:

Talent and Leadership Development; Corporate Training and Consulting; Professional Competency Certification; Mega Events and Seminars; Coaches, Mentors and Speakers Bureau; Community Services and Campaigns. Over 238 world-class programs and more than 100 dedicated mega gurus, top international resource persons, trainers, speakers, coaches and consultants from around the world.

Mega Gurus:

Dr. Marshall Goldsmith, Dr. Jack Phillips, Dr. John C. Maxwell, Dr. William Rothwell, Dr. Jack Canfield, Dr. Peter Chee, Brian Tracy, Robert Tucker, Thomas G. Crane.

Quality Certification, Awards & Publications:

- Winner of the **ARTDO International HRD Excellence Award** in recognition for outstanding contribution to international Human Resource Development
- Bestowed the **Brand Laureate International Award** for the Best Brand in Training.
- Cutting edge books co-authored with the **world's Top Mega Gurus**- "Coaching for Breakthrough Success," "12 Disciplines of Leadership Excellence," "Becoming an Effective Mentoring Leader," "The Leader's Daily Role in Talent Management" and "5 Levels of Mastery".

Clients:

Intel, IBM, United Nations Missions, American Embassy, Agilent, Dell, Motorola, Nike, First Solar, Accenture, Citibank, Central Bank of Malaysia & Philippines, DHL, Ericsson, OSRAM, Infineon, Siemens, B Braun, Bosch, Beiersdorf, Schneider, TOTAL SA, Saint Gobain, Toyota, Ajinomoto, Samsung Vina, Singapore Press Holdings, Capitaland, PT Telkom, Siam Cement Group, Thaibev Group, CP Group, BaoViet, Sacombank, PetroVietnam, Petron, SM Supermalls, Thai Airways, Philippine Airlines, Shangri-La Hotels, Six Senses Resort, Sheraton, Prudential, AIA, GSK, MSD, Bayer, Johnson & Johnson, Unilever, Nestle, Pepsico, Flex.

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