

# PERFORMANCE MANAGEMENT AND KPI MASTERY FOR MODERN LEADERS

*Drive results with strategic KPI based performance systems*



## Course Overview

This two day programme provides a practical, structured and impactful approach to performance management by integrating KPI based measurement with real workplace practices. Participants will learn how to establish clear expectations, evaluate performance accurately and create alignment between employee contributions and organisational objectives.

The course covers the entire performance cycle including performance planning, KPI development, managing underperformers, administering PIP, conducting reviews and documenting outcomes. It also strengthens leaders abilities to handle discipline, misconduct and dismissal in a professional, compliant and confident manner. Real examples, case studies and tools are used to ensure participants understand how productivity, accountability and communication work together to drive performance. The programme equips leaders with the right mindset, systems and techniques to turn performance management into a strong organisational advantage.

## Learning Outcomes

- Understand performance management fundamentals
- Develop and apply meaningful KPIs
- Conduct structured performance discussions
- Manage underperformers using the PIP process
- Handle discipline and misconduct cases correctly
- Strengthen documentation, communication and fairness
- Align employee goals with organisational priorities
- Use KPIs to drive productivity and decision making

## Who Should Attend?

- Supervisors, executives and managers
- Department leaders overseeing performance
- HR personnel supporting appraisal systems
- Team leaders managing KPIs
- Anyone responsible for employee results and workplace accountability

## Day 1

- 9:00 AM Introduction and Ice-Breaking
- 9:15 AM **Module 1 - Introduction to Performance Management**
- 9:30 AM **Module 2 - Understanding Employee Performances**
- Stages of Performance Management
  - Rewards and Development
  - Managing Under-Performers
  - Impact of Under-Performers
  - Where to Begin
- 10:30 AM AM Break
- 10:45 AM Continue Module 2
- 11:15 AM **Module 3 - Introduction to PIP**
- The PIP Process
- 12:00 PM Lunch Break
- 01:00 PM **Module 4 - Managing Discipline and Misconduct in the Workplace**
- Employee Discipline
  - Employee Conflict
  - Termination and Dismissals
  - Types of Termination
  - Sexual Harassment
  - Condoning
  - Proving the Misconduct
  - Disciplinary Actions
  - Constructive Dismissal
  - Case Study on Managing Discipline and misconduct
- 3:30 PM PM Break
- 3:45 PM **Module 5 - Using KPI to Manage Performance and Drive Productivity in the Workplace**
- Definition of KPI
  - What are set of values
  - What are measurements
  - Objectives and targets
- 5:00 PM End of Day 1 Learning & See you tomorrow

## Day 2

- 9:00 AM **Module 6 - Why KPI**
- Comparison
  - Benchmarking
  - Performance Evaluation
  - Goals
  - Priorities
  - Decisions
  - Communication
- 10:30 AM AM Break
- 10:45 AM **Module 7 - Use of KPI**
- Setting directions
  - Delivering the right items
- 11:15 AM **Module 8 - Sources of KPI**
- Provided by your organization
  - Developed in-house
- 12:00 PM Lunch Break
- 1:00 PM **Module 9 - Getting “buy-in” for your KPI**
- Management “buy-in”
  - Employee “buy-in”
  - Stakeholder “buy-in”
- 2:15 PM **Module 10 -Examples of KPI**
- Setting own KPI
  - Negotiating KPI with your superior
- 3:15 PM PM Break
- 3:30 PM Continue **Module 10**
- 5:00 PM End of training



# Chee Kok Beng (Danny)

**MBA, MBCS, MIDPM, TTT, EQ-LPI, NLP**

## Background

Danny is a seasoned Learning & Development professional with over 30 years of leadership and training experience across Malaysia, Singapore, Thailand, and multinational corporations. His career in education began with a Singapore-based public-listed company, where he contributed to IT and business training for regional clients.

In 1993, he was seconded to Bangkok as Executive Director, successfully establishing and growing a training organization specializing in IT and English language programs. After returning to Malaysia, Danny took on key leadership roles including Marketing Manager, Director of Online Learning Services, and Vice-President of Operations with various public-listed companies.

He later strengthened Learning & Development initiatives for a multinational company in Penang. Today, Danny is a respected professional trainer known for his engaging style, practical insights, and strong commitment to developing people.

## Academic Qualifications

Danny is qualified with the Master of Business Administration (MBA) from Australia. Other qualifications are the Post Graduate Diploma in Business & Management, The British Computer Society (BCS) professional degree in IT, The Institute for the Management of Information Systems (IMIS) higher diploma, the City & Guilds (CGLI) certificate in Computer Programming & Information Processing and many more.

## Certifications

Danny is certified as a Train-the Trainer facilitator from the Pembangunan Sumber Manusia Berhad, plus obtaining a Certificate of Teaching in Higher Education from the University Science Malaysia. Danny is also a Licensed LPI Trainer for Personality Profiling and Emotional Excellence. He has an NLP certification from UK.

## Clients who benefited from Danny's training (Partial of the list)

Danny received exceptional feedback from participants representing diverse, well-established corporate organisations:- B Braun, Bank Negara, Benchmark, Cardinal Health, Curtin U, Datai Langkawi, Dell Global, Eng Teknologi, Ericsson Asia Pacific, Escatec Electronics, Flextronics, Forecom Logistics, Greatech Integration, Honeywell, Info Tech Authority (Saudi), IOI Properties, Intel, Jabil Circuit, Kuwait National Petrol Company (Kuwait), Likom, Mattel Shared Services, Panasonic Energy, Plexus, Prudential, Rapid Penang, Renesas Semiconductor, Robert Bosch, Saline Water Conversion Corp (Saudi), Secret Recipe, TPC, UDA Land, UWC, Weill Cornell Medicine (Qatar), Western Digital.

## Testimonials

*"Danny has excellent EQ skills to share with all our employees. They truly benefitted from his broad knowledge and experience in the subject of EQ" ... Manjeet Singh, Director, Renesas Semiconductor.*

*"I was pleasantly surprised at so many learnings from this Team Building conducted by Danny. I am sure all from my Jabil division has benefitted from the learning outcomes and de-briefings" ... Gary Teh, Human Resource Manager, Jabil Global.*

*"The way Danny uses to train us in Inter-Personal and Communication Skills are really fun and practical. He made learning so easy to understand and fun" ... Elicia, Engineer, Robert Bosch*

## Why Danny Is The Right Coach For You

Danny is an extraordinary coach, given his extensive qualifications and practical experience in leadership development and emotional intelligence. His engaging training style, coupled with certifications in NLP and personality profiling, guarantees customized learning experiences that resonate with participants. Danny has successfully trained teams at prestigious companies such as Intel and Motorola, among others. His proven track record, underscored by numerous testimonials from satisfied clients, showcases his capacity to inspire and elevate individuals and teams, making personal and professional growth both enjoyable and effective.