

# HRSINGAPORE

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## **Question - Types of Performance Management System**

Dear all,

Could you kindly share on what types of performance management system that your company is currently adopting (for ex.360 feedback system, Employee Self-Assessment, Manager Performance Appraisal etc)?

How do you assess performance? Can I also know the bonus period for your company?

Company like Zappos has long been recognised as an innovator in performance management, do you have any idea on these companies - Zappos, Google and Shell's performance management system?

Thanks.

Evelyn

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## **Performance Appraisal and Goal Setting Workshop**

**- 26 May 2016**

Do you dread conducting appraisal sessions? Do you find them to be a time-wasting and paper filling exercise? Performance Management starts with setting SMARTER objectives that staff are committed to. Through constructive feedback, coaching and appraisal discussions, supervisors can support their staff to achieve these objectives. Effective performance management ensures

staff are motivated and engaged to achieve high performance. This creates a win-win outcome for staff, management and organisation.

For details, please click on: <http://hrsingapore.org/pags/>

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## **Course Outline**

- Elements and Key Success Factors of Performance management.
  - Concerns of appraisals by supervisors and staff.
  - The purpose and benefits of performance appraisals.
  - Set individual SMARTER objectives that are aligned with team, department and organisational goals.
  - Gain commitment of staff in the achievement of work objectives.
  - Use competencies and competency matrix for managing individual and team performance.
  - A comprehensive and structured approach towards effective appraisal discussion that engages staff.
  - Handle differences between managers and staff's performance ratings.
  - GROW model for career coaching.
  - Avoid pitfalls in appraisals, such as halo effect, stereotyping. Who should attend
  - Managers, Supervisors and Team Leaders who are responsible for the performance of their team members.
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## **Past Participants' Comments**

- "Very informative and effective; covered main objective of the course." - Nursafidzah Mohd Sanusi, Meridian Group Holdings
  - "Trainer was sincere and effective in conveying key points. A good program that all supervisors should attend so that they understand the purpose, value, and importance of appraisals." - Bibiana Koh, Outward Bound Singapore
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