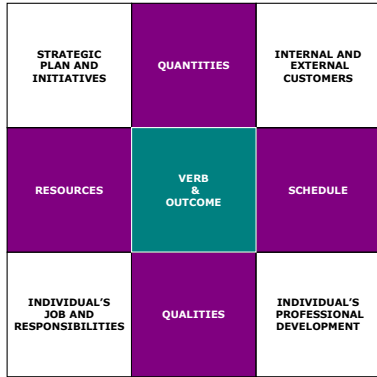


# PERFORMANCE MATRIX™



## A Proven Process For Planning And Managing Performance

ONE-DAY WORKSHOP  
AUGUST 2, 2010  
SINGAPORE

It fits your system to produce a complete performance management package.



**"Managing performance is not only about making sure targets are SMART; it is also about making them IS - Inspiring and Strategic."**

Tan Joo Seet, Area Partner  
Center for Leadership Studies (Asia)

### PROGRAM DESCRIPTION

*Performance Matrix™* is designed to increase an organization's effectiveness and productivity by helping leaders to plan and manage performance.

It starts when clear challenging, yet attainable performance objectives are jointly developed and prioritized. These performance objectives agreed upon should not only be specific and measurable but it should also be inspiring and strategic.

Next, careful plans are created. Of course, as changes and problems occur, plans are supported with frequent follow up and coaching.

It then identifies the performance factors that are critical to accomplishing the performance objectives, and preparing a development plan for those critical performance factors.

Finally, it provides a process to effectively communicate the performance objectives, performance factors, and development plan.

### SPECIAL FEATURE: FITS YOUR SYSTEM

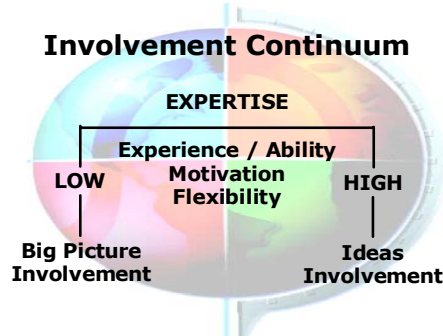
*Performance Matrix™* does not require changes in your existing forms, policies, or procedures. The training materials have been designed to develop skills required to make your system work.

It blends your materials with practical instruction to produce a complete performance management package.

### PRE-WORKSHOP PREPARATION

Participants should review and bring to the workshop the Performance Appraisal Form of one of their subordinate.

This is not to criticize or evaluate the subordinate but to maximize the learning and application by using their own real life cases.



### ONE-DAY OUTLINE

#### Introduction

- The Two Sides Of Managing Performance
- Managing Performance Not Just Appraisal

#### Performance Objectives

- Why Establish Performance Objectives
- Establishing Clear Performance Objectives
- Categories Of Limits
- The Target™
- Application Of The Target™
- Is The Performance Objective Flexible
- Making Performance Objectives Inspiring And Strategic
- The Big Picture™
- Significant Pursuit - More Than Just A Game
- The Big Picture™ - Touching Base

#### Involvement

- Why Involve
- Involvement Continuum
- The Big Picture™ Involvement
- Application Of Range And Reason
- What About Qualities - Making Qualities Clear
- Clarifying Qualities
- Unclear Objectives
- Making Objective Clear
- Idea Involvement

#### Application Contract

#### Performance Factors

- Why Can't Performance Factors Be More Concrete
- Making Examples Work
- An Example Of Using Examples
- Problem Solving And Performance Factors

#### Development Plan

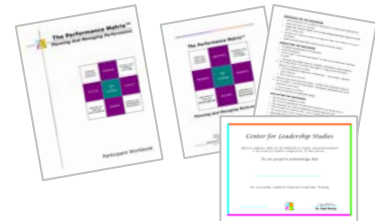
- Preparing A Development Plan

#### The Discussion

- Preparing For The Discussion
- Conducting The Discussion
- Evaluating The Discussion

#### Putting It All Together

### PARTICIPANT MATERIALS



Each participant will receive:

- Participant Workbook
- The Performance Matrix™ Card
- Certificate Of Accomplishment

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CENTER FOR LEADERSHIP STUDIES  
(ASIA) PTE LTD

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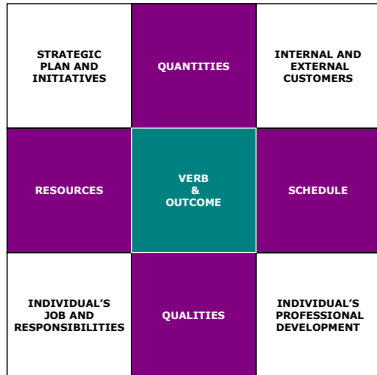
8 Kensington Park Drive #01-02  
Singapore 557323

Tel: (65) 6286-5833

Fax: (65) 6286-5733

Email: clssg@asia-situational.com

# PERFORMANCE MATRIX™



## A Proven Process For Planning And Managing Performance



**WORKSHOP LEADER: TAN JOO SEET**

Tan Joo Seet offers training and consulting in leadership, relationship, coaching and selling – helping clients to leverage human performance and enhance overall organizational performance. He brings with him over 30 years of business, management and consulting experience; and has worked in 26 countries in Asia-Pacific, Europe and North America.

During his 20 over years in training and consulting he has worked with more than 400 clients. He is a frequent speaker at professional and business conferences, and writes regularly. Over 30 of his articles have been published. He was featured in the television program *Money Matters*, and co-hosted the radio series *Working Matters*.

After completing his tertiary education in engineering, Joo Seet did the Master of Management, the Graduate Diploma in Personnel Management, and the Advanced Diploma in International Marketing. He is a Certified Business Planning Consultant and a Chartered Marketer.

Joo Seet is the Founder and Area Partner & Managing Director (Asia) of the Center for Leadership Studies with offices in Singapore, Malaysia and Hong Kong. He is also the Founder and Director of Human Edge Consulting Group and Performance Learning. Since 1987, he has been working with Dr Paul Hersey and the Center for Leadership Studies.

In addition to his training and consulting experience, he has held regional management positions in human resources, sales and marketing, business development and general management.

### ADMINISTRATIVE DETAILS

**Date** : August 2, 2010  
**Time** : 9.00 am – 5.00 pm  
**Fee** : S\$660 per participant  
**Early Bird** : Register and pay three weeks before the workshop  
 – S\$600 per participant  
 – S\$540 per participant for three or more participants  
**Venue** : Orchard Hotel  
 442 Orchard Road  
 Singapore 238879

**Closing Date:** Two weeks before workshop  
**Registration and Payment:** Registrations may be made by email, online or fax. All cheques should be crossed and made payable to Center for Leadership Studies (Asia) Pte Ltd.

**Refund of Fees:** Full refund of course fee will be given if written notice of withdrawal is received not less than three weeks before commencement of the workshop. If no such written notice is received, the full course fee will remain payable.

**Cancellation/Postponement:** Center for Leadership Studies (Asia) Pte Ltd reserves the right to cancel or postpone the workshop due to any unforeseen circumstances.

### IN-COMPANY WORKSHOP

Contact us for information.



**CENTER FOR LEADERSHIP STUDIES**

The Center was established in the mid 1960's by Dr Paul Hersey. Dr Hersey's pivotal research around influence and behavior led to the development of the Situational Leadership® Model. Over the last four decades, this model has become the basis of the most prevalent leadership system in the world.

Thousands of top organizations use Situational Leadership® training programs to enhance performance and develop positive work environments. Well over 14 million people around the world have experienced Situational Leadership® training with the Center. The skills they learn help them grow more successful as managers, supervisors, coaches, team leaders and individual contributors.

These same concepts are also effectively applied to selling, customer service, parenting, and wherever influence skills make a difference. The Center offers a variety of products and services that range from self and peer assessments and 360° feedback to training programs.

In Asia, we partner with the TRACOM Group to offer Social Style<sup>SM</sup> training. For nearly 50 years they have been helping organizations improve their business performance by providing interpersonal and leadership tools. TRACOM's Social Style Model™ is recognized as an effective way to build interpersonal skills. It is the most rigorously tested and practical approach for identifying and building interpersonal skills in business settings.

## REGISTRATION

Mr/Mrs/Ms/Mdm/Dr

Job Title

Company

Address

Tel

Fax

Email

Enclosed is the cheque #

for S\$ made payable to

Center for Leadership Studies (Asia)

Pte Ltd

Contact person if different from participant:

Mr/Mrs/Ms/Mdm/Dr

Job Title

Tel

Fax

Email

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 8 Kensington Park Drive #01-02  
 Singapore 557323

Tel: (65) 6286-5833

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