



Performance Management & ER

A Holistic Approach

Date : 25 th - 26 th September 2018
 Time : 9:00 am to 5:00 pm
 Venue : Pullman Hotel, Bangsar

Investment : RM2, 600/pax

**This Program is HRDF SBL Khas Claimable*

THE 2 DAY PROGRAM

MAYBAL CONSULT

The Methodology

Employee Performance is made up of a multifaceted range of enablers which consequently bring in the desired results. This typically includes a complex mix of skills, behaviours, competency and most of all, effort.

The Performance Management method aims to achieve organizational aspirations and objectives by aligning the individuals performance in the most optimal manner.

In the process of optimizing performance, the process of Performance Management needs to be done in a structured and objective manner, so as to ensure the workforce is well engaged. It is therefore critical to ensure that industrial harmony is maintained well to ensure sustainable results.

Malaysian Employment Legislations typically tend to be employee centric hence the criticality of people in supervisory positions to be able to understand what may constitute a breach or otherwise.

Our program helps you appreciate the need for a structured performance management process whilst simultaneously averting any potential Industrial Relations Challenges

Program Objectives

- To share a structured approach in Performance Management
- Help Managers understand the criticality of setting goals that are Specific, Measureable, Realistic, and Time Bound
- Provide Managers with the techniques of managing difficult conversations through role plays.
- An understanding of a leader's role in developing people and having related conversations
- Developing Emotional Intelligence in Providing and accepting feedback
- Managing Poor Performance
- How to coach someone in a structured manner.
- An understanding of the Malaysian Laws and what could constitute a breach.
- What may constitute a breach of Malaysian Employment Laws

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ORLIG Sdn Bhd (HRDF No : 719801M)



Our Vision

To provide Client Organisations with solutions for People Insights that deliver results.



About Us

We are an organization of seasoned HR practitioners specializing primarily in providing Corporate Training and Strategic People Solutions. We help organisations through strategic solutions in managing their people through the entire employee lifecycle.

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COACH PROFILE



Dennis Tan

Dennis Tan brings over 27 years of senior executive experience in banking and insurance industry, in which over 18 years were directly involved in implementing and managing contact centre operations and the related Industrial Relations challenges.

Industry Experience

During the years, he has provided strategic direction, guidance and leadership. His key accountabilities were in the areas of tele-marketing, tele-sales, sales through service, compliance and risk, budgeting and cost, people and change management.

His experience spans over the areas of Performance Management and Employee Relations, given his tenure in the Contact Centre and Service Excellence space. Having been trained by one of the most prominent Trade Unions in Malaysia, Dennis provides a holistic approach to Performance Management and Industrial Relations.

Some of his major milestones include successful implementation of programs such as elevating a cost centre into profit centre, newly setting up of a tele-sales centres & virtual banking, CRM strategies & priority banking rebranding, team leader transformation and many more under his leadership.

His extensive experience with very diverse MNCs has earned him numerous feathers on his cap. Under his Leadership, a prominent Life Insurance Company became the first to have set-up a tele-sales team as an alternative distribution channel to the traditionally strong agency force. He was also the first to have consolidated all financial services subsidiaries namely, banking, finance, insurance, unit trust, credit and charge card, cash management under one roof. Consequently, converting the operations from cost centre into profit centre with rapid expansion of tele-sales team.

In view of his past track records with successful contact centre implementation, coupled with his sound knowledge in banking and insurance, Dennis was identified to spearhead the setting up a RM60 million group contact centre in 2003. This operations has fully integrated 6 industries under one roof, namely banking, finance, insurance, unit trust, cash management and credit / charge card. This is indeed first of its kind in this region. This centre also routed 450 branches' calls into the newly set-up contact centre with omni-channel platform capabilities.

Industry Certification

Dennis holds an MBA from UK and is a HRDF Certified Trainer and an ISO Lead Assessor. He is an Executive Council member of the Contact Centre Association of Malaysia (CCAM). He sits as a panel judge in CCAM and Contact Centres of Hong Kong (CCHK).