

PERFORMANCE MANAGEMENT

Are you going back to the drawing board re Performance Management? Whether you are looking to evolve your existing system or leave it behind for an entirely new one, you are not alone. Over 90% of the organizations we have surveyed are looking to improve their Performance Management systems and practices. Our Research, Experience and Programs can guide your teams in designing the Framework and Systems suitable to your specific needs as well as enhance your organization's capability in Planning, Driving and Evaluating Performance



TRAINING

Design; Plan; Drive and Evaluate



CONSULTING

Audit; Framework Design; System Development and Implementation



RESEARCH

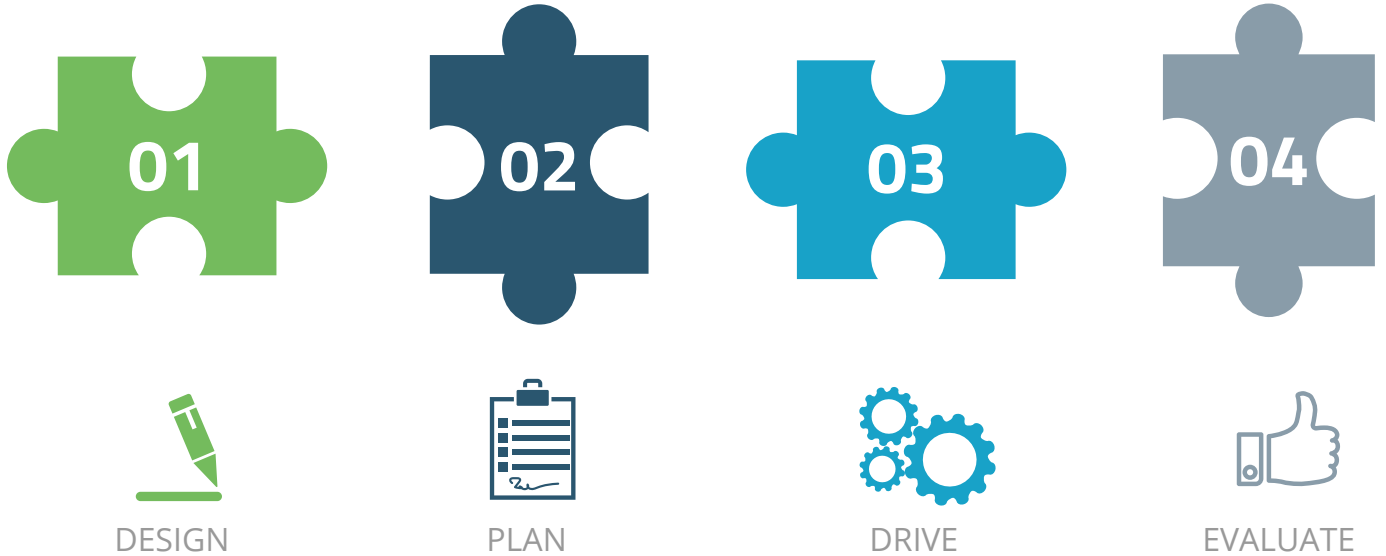
Learn Best Practices and Contribute to Knowledge Creation

PROGRAM OVERVIEW



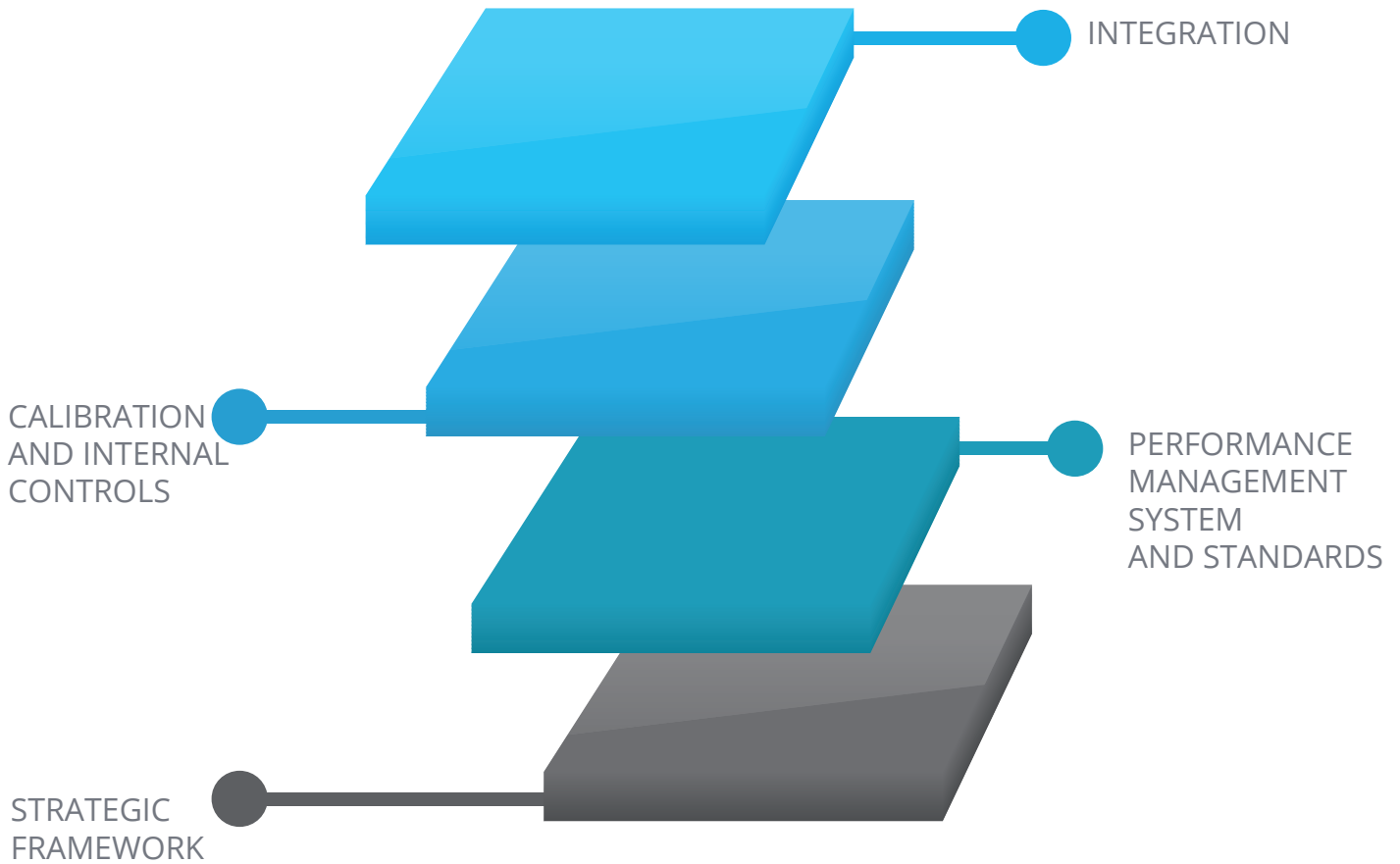
Our impact-based Performance Management Training Program is divided into four key modules- Design, Plan, Drive and Evaluate - with a focus to institute best practices and create a culture of high performance

PROGRAM MODULES



MODULE OVERVIEW





STRATEGIC FRAMEWORK

PERFORMANCE MANAGEMENT SYSTEM AND STANDARDS

CALIBRATION AND INTERNAL CONTROLS

INTEGRATION

Starting with an assessment of the status quo, participants will identify gaps within the Framework, System and Implementation. The choice of strategic framework is critical as it helps translate the organization's Strategy into the behaviors and actions required to realize the Vision. The Strategic Frameworks we will explore include the Balanced Scorecard and Creating Customer Capital

Participants will determine how their organization will Plan, Drive and Evaluate Performance.

The Key Areas include:

- Digitalization
- Goals and Objectives
- Lead and Lag Measures
- Frequency of Measurement and Feedback
- Performance
- Conversation
- Rating and Ranking
- Managing Poor Performance

Proactive Calibration means not enforcing a particular ranking or rating after the fact. Instead it is providing the definitions, examples and measurement data to assist in consistent decision making across the organization.

Internal Controls such as "Percentage of Effectively Written Goals" help to ensure the objectivity of the system.

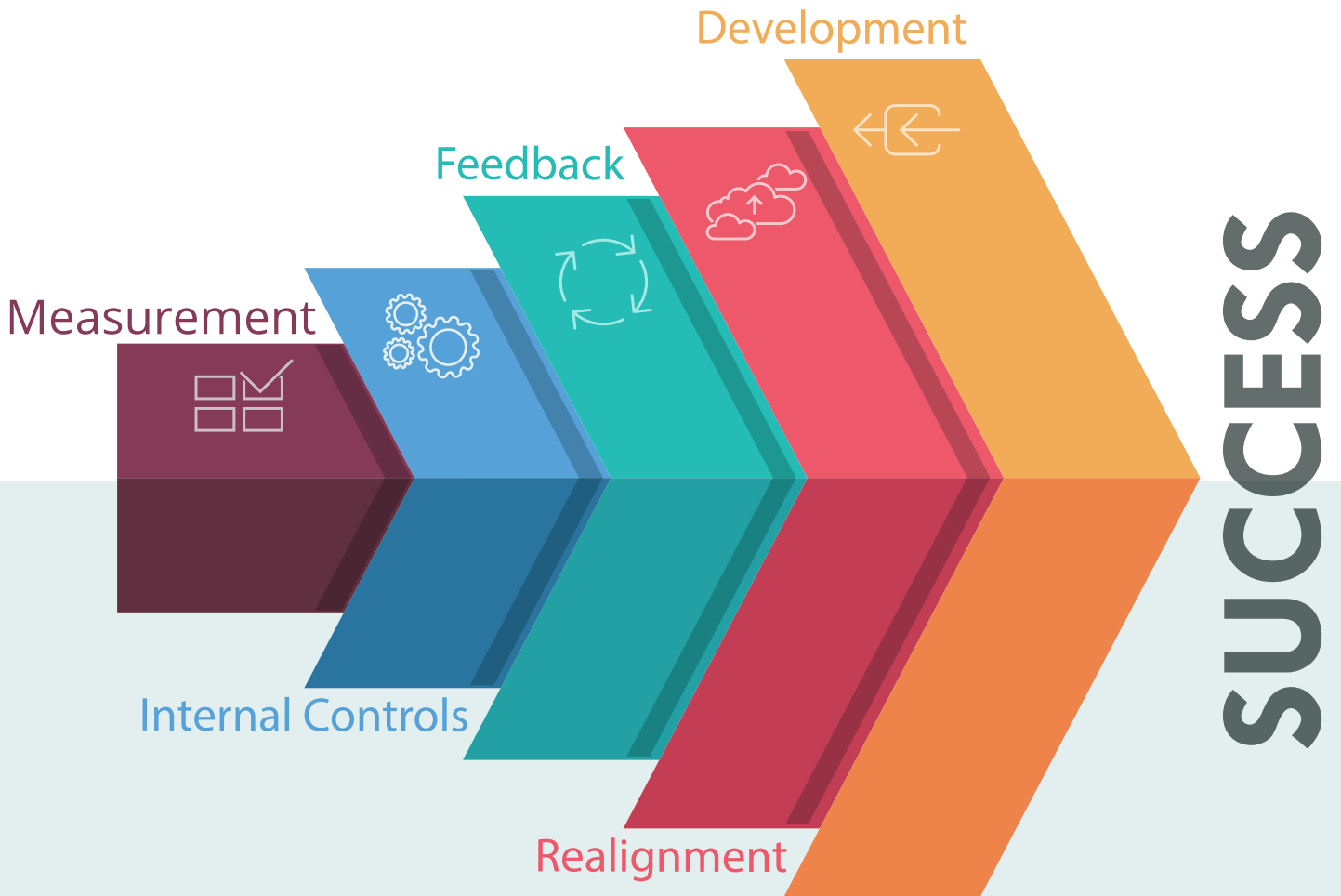
Even when organizations use Performance Management as the primary vehicle for Strategy Planning and Implementation, to be effective it needs to be integrated with other HR and organizational systems These include:

- Compensation & Benefits
- Learning & Development
- Potential Assessments
- Promotion and Career Planning
- Rewards & Recognition



Some of the key reasons why strategies are never implemented is that people don't know what specifically is expected of them or how to make good on those expectations. Some are unaware of the impact their work has on the over all objectives of the organization. Others feel left out of the planning process and thereby resist implementation. This module contains five critical sessions that help participants plan for performance in a way that engenders buy-in.

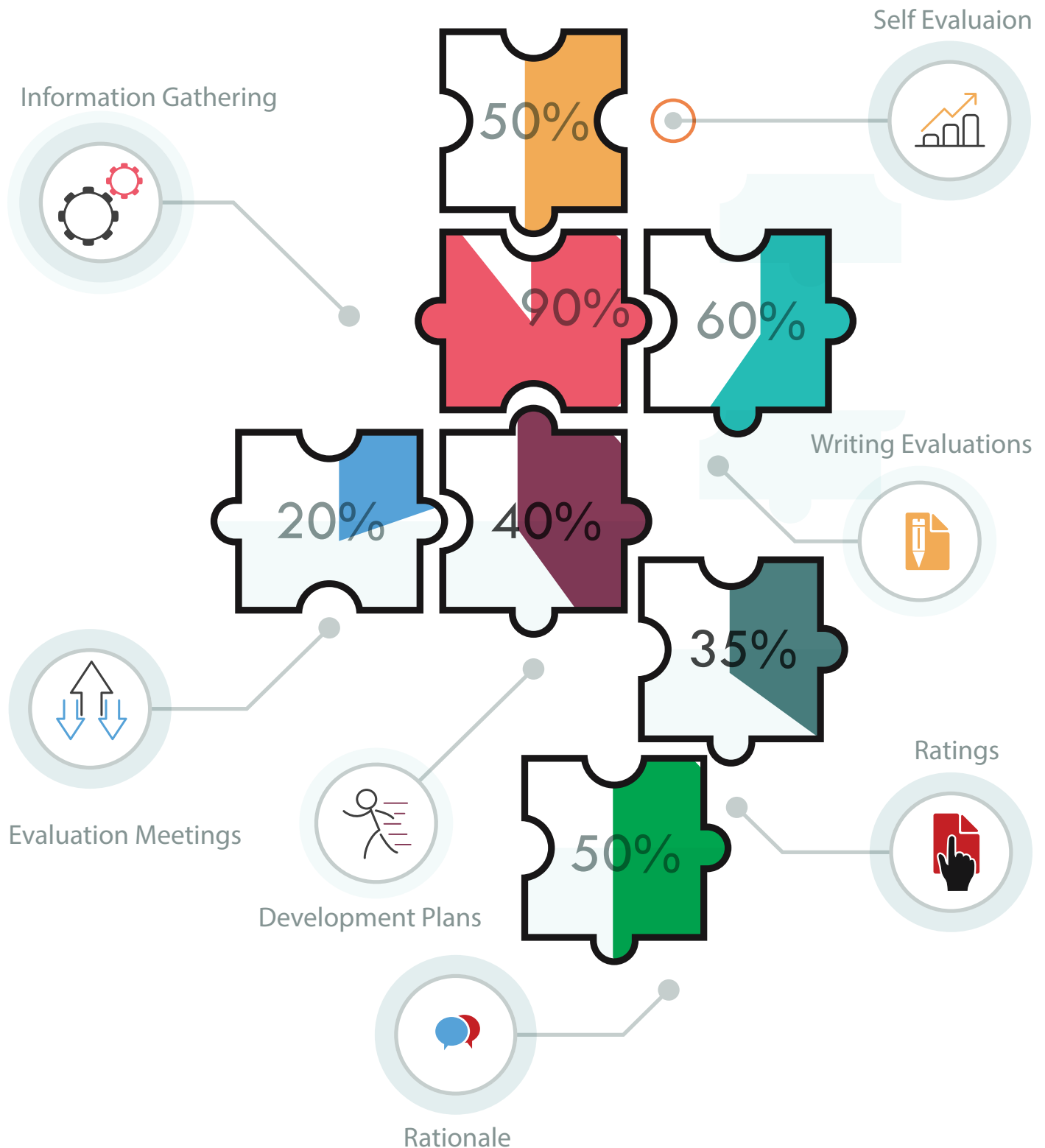
Participants will apply Best Practices, Tools and Techniques to their organization's context and walk away with learning they can immediately implement at the workplace.



Driving Performance is often the difference between a Performance Management System that is either transactional or transformational.

Participants will learn how to use lead indicators to manage their business effectively; Provide feedback in a manner that reinforces the right actions and behaviors; course correct when needed; and use performance data for continuous capability development.

EVALUATE



Regardless of the frequency of evaluation - continuous, monthly, quarterly or annual - an effective evaluation and its documentation can help the organization as a whole learn and grow. Performance evaluation impacts both the hard and soft aspects of an organization. Employee engagement and motivation; organizational development; and integration with other HR systems are all dependant on effective performance evaluations.

Participants will learn how to effectively prepare for and manage the evaluation process as well as document the outcome.

OUR SERVICES



We offer a comprehensive range of services related to performance management. These include research and assessment of your existing Performance Management Practices; Effectiveness of your current Strategic Framework as well as Performance Management System; Selecting the right Strategic Framework; Identifying the best-in-breed technology which is most suitable to your context; Designing, customizing and upgrading a Performance Management system; Integrating the Performance Management System with other HR and Organizational Systems; Orientation and Training of HR Professionals and Line Managers on how to effectively use Performance Management System; and advisory on Performance Management Best Practices.

PERFORMANCE MANAGEMENT



RESEARCH AND ASSESSMENTS

What gaps exist in my current Performance management framework, systems and practises?

I hear about many radical changes with regards to Performance Management. Which of these would be most suitable to my organization?

Is the system broken or implementation flawed?

Are we using the right level of technology and digitalization



FRAMEWORK SELECTION AND DESIGN

Which strategic Framework will work best for my organization?

What technology should we use or adopt?

How can I best translate my organization's strategy into actions and behaviors?

How do we differentiate Performance Feedback?

Are we measuring too much or too little?

Is their alignment?



PERFORMANCE MANAGEMENT SYSTEM DESIGN

What key elements should be part of our Performance Management System?

How do we build an integrated Performance Management System?

Is my strategic Framework and Performance Management system aligned with my organization's design?

What would these changes mean to our other Human Capital Systems?

Rating vs Ranking vs neither vs both?



IMPLEMENTATION AND TRAINING

What will drive performance in my organization?

What determines the frequency of feedback and review?

How can feedback be driven by values and technology?

What is the Purpose Performance connection?

How do we develop our organization's coaching and feedback capability?



OUR SERVICE FRAMEWORK

At A.I. MIR we believe that an organization's long term success is determined by its ability to create Customer Capital. We know this essential form of Capital is created through four other kinds of Capital that include: Leadership; Talent; Organization; and Brand.

This is why our Service Framework is designed to help our clients Innovate and grow all five of these critical assets.

We work with clients and partners who share our belief and want to have a meaningful impact on the world.

Since 1997, we have worked with Fortune 100s as well as small single city operations from the Americas to the Far East. Regardless of the size, location and nature we have cherished each relationship and are proud to report that we have often been described as the "missing link" or "value multiplier" by our clients.



OUR CLIENTS INCLUDE

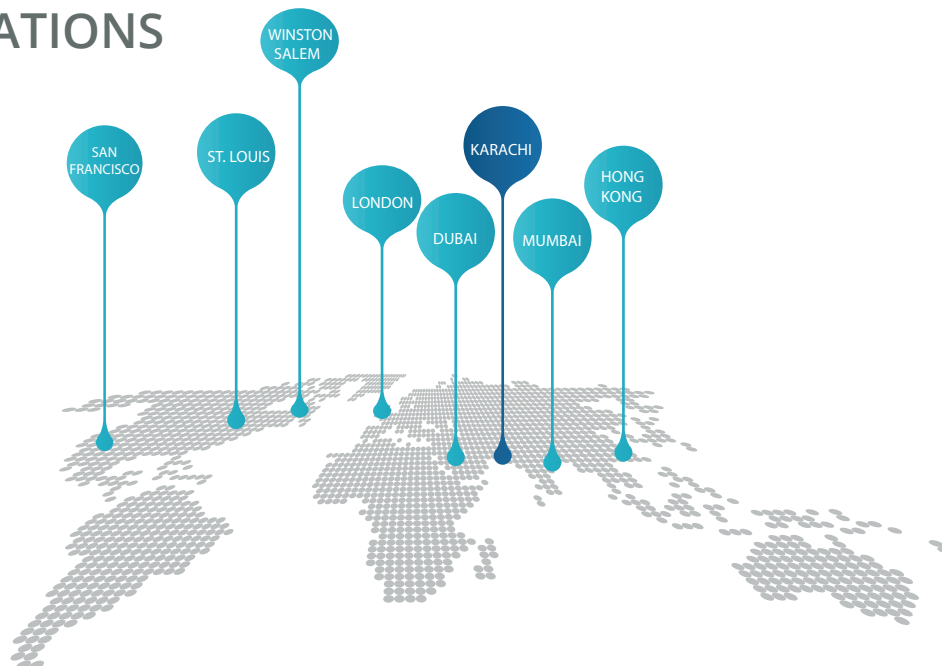
Unilever
SAP
Boeing
ABInBev
Accenture
Merck
DHL
Honeywell
Mitsubishi
Gilead

UEP
Prime Minister's Office (UAE)
World Bank Group
Shell
Engro
Dollar Industries
Redbull
Mothercare
Sanofi Avantis
Faysal Bank

World Health Organization
Pfizer
PSO
Young's Food
AkzoNobel
Debenhams
Accenture
Timberland
Chevron
ENI

Arif Habib Group
TCS
MCB - Arif Habib
Bayer
PTCL
Pepsi
Novartis
Reckitt Benckiser
Bank Alfalah
Otsuka

OUR LOCATIONS



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