

Psychological Management of Individual Performance

What are the key elements that can improve individual performance?
How can we boost individual performance to the maximum?

Introduction

Individual performance is one of the critical variables that work, and organisational psychologists want to explain and predict their research. Similarly, many intervention techniques and programs implemented within organisations aim at the improvement of individual performance. Unfortunately, training and interventions relevant to individual performance are often scattered in various domains and discussed in isolation. Nevertheless, there is a consensus that the role of the individual is central to the overall performance of any organisation, and how individual performances are managed and evaluated can have significant impacts on overall organisational success. Many organisations employ the traditional performance appraisal to monitor and assess individual employee performances. However, new approaches, such as 360-degree feedback have also become commonplace within the business environment. Since individual performance is important, join this workshop to learn the psychological ways to boost individual performance.

Program Objectives

This program aims to:

- an overview of issues relevant to individual performance in today's work organisations summarises psychological knowledge about individual performance at work.

Learning Outcomes

After completing this program, the participants should be able to:

- performance concepts and predictors for work performance, performance assessment methods, interventions for enhancing performance, and approaches for ensuring performance in a broader organisational context.

Methodology

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos.

Who Should Attend

Management, Human Resource Personnel, Human Resource Managers, Senior Management, and Anyone involved in performance appraisal in the organisation.

Program Outline

Day One	
Time	Topics
9:00am – 10:30am	<p>Ability and Non-ability Predictors of Job Performance</p> <p>In this module, the participants would understand performance and performance as a multi-dimensional perspective of performance and performance at the dynamic concept. Then, the participants would understand the cognitive ability and job knowledge, the non-ability traits and measures and lastly, the performance progress problems and prospects.</p>
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Work Design and Individual Work Performance</p> <p>The participants would revisit the fundamentals of individual work performance and work design. The participants would learn through a case study on the performance model, including mechanisms, moderators, and expanding criterion.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Organisational Design, Organisation Development Design and Appraisal</p> <p>In this module, the participants would learn the integral design concept, performance-oriented job design, and organisation development design. First, the participants would learn through the case study. Then, the participants would look at the psychological variables impacting the appraisal – appraiser, appraisee, and relationship. Finally, the participants would have a role-played session to learn the appraisal method and the 360-degree feedback in this session.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Analysis of Performance Potential</p> <p>In this module, the participants would have a hands-on exercise on delineating potential performance analysis, method of potential analysis. Then, the discussion is conducted among participants to discuss the methodological issues in the measurement of potential.</p>
Day Two	
Time	Topics
9:00am – 10:30am	<p>The High Performance Cycle: Standing the Test of Time</p> <p>In this module, the participants would learn the high-performance cycle, and demand influence performance through lecture. Then, the participants would have gamification and role-play activity to learn</p>

	the topic of mediator and moderator. Finally, the participants would discuss what makes the employees committed, satisfied.
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Enhancing Performance through Goal Setting</p> <p>This module starts with video sessions to show the phases in the implementation process. Then, the participants would lecture on the adoption of goal-setting and feedback systems, facilitating learning in the implementing learning in the implementation phase. Finally, there is the case study for participants to learn about the feedback system in this module – the critical behaviour in identifying and overcoming resistance and feedback and goal setting.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Enhancing Performance through Training and Mentoring</p> <p>The participants would learn how to conduct training needs, training design, training content, training method, selecting the right trainers and cost-benefit analysis of training in this module. Then, the participants would learn the concept of the mentoring, dimension of mentoring and the model of mentoring for performance. Finally, the participants would have a role-play exercise and practical session to practice mentoring to boost performance.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Enhancing Performance through Pay and Reward Systems</p> <p>In this module, participants would learn the theory of compensation. Then, they would be exposed to a different type of pay system through a demonstration. Then, the participants would undergo a simulation game to design a pay and reward system that boosts employee performance.</p>