**MAWA EVENTS**

**Address:** No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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# MANAGING SUBORDINATE\'S PERFORMANCE AT THE WORKPLACE

*“Enhancing Accountability, Motivation, and Productivity Through Effective Performance Management”*

## Schedule

| Date | Venue | Fees |
|---|---|---|
| 19 – 20 Feb 2026 | Kuala Lumpur, Malaysia | USD 1995 per delegate |

## Introduction

Managing employee performance is one of the most critical responsibilities of any supervisor or manager. Yet, many leaders struggle with setting clear expectations, providing consistent feedback, and addressing performance issues in a constructive way. When done effectively, performance management becomes a continuous process that builds engagement, accountability, and growth.

This two-day training program equips leaders and managers with practical tools to guide, support, and evaluate their team members effectively. Participants will learn how to create clear performance expectations, conduct coaching conversations, address underperformance, and foster a high-performance culture in their teams.

## Objectives

By the end of this course, participants will be able to:

- Set and communicate clear performance goals and expectations
- Monitor and measure employee performance using practical tools
- Provide timely, constructive feedback that drives improvement
- Address and manage underperformance with confidence and professionalism
- Create a culture of continuous performance development

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## Why Attend

- Learn a structured approach to managing and improving team performance
- Build confidence in holding performance conversations and setting accountability
- Gain tools for coaching and motivating team members effectively
- Reduce conflict, disengagement, and ambiguity in workplace roles
- Improve your team’s productivity, morale, and goal alignment

## Target Audience

This program is designed for:

- Supervisors and team leaders
- Department heads and line managers
- HR business partners and performance coaches
- Anyone responsible for managing the performance of others

## Individual Benefits

Key competencies that will be developed include:

- Performance planning and expectation-setting
- Constructive feedback and coaching skills
- Confidence in handling difficult performance discussions
- Effective use of performance metrics and review tools
- Leadership presence that drives accountability and trust

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Higher levels of employee engagement and performance ownership
- Better alignment of individual efforts with team and company goals
- Reduced performance management issues and grievances
- Increased managerial capability to lead high-performing teams
- A culture of regular feedback, development, and continuous improvement

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Best practices in performance management systems and leadership
- Case Studies – Real-world scenarios of effective and poor performance management
- Workshops – Role-plays and planning sessions for performance coaching and evaluation
- Peer Exchange – Discussions on personal experiences and leadership challenges
- Tools – Performance goal templates, feedback scripts, improvement plans, and coaching logs

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## Course Outline

DETAILED 2-DAY COURSE OUTLINE

**Training Hours:** 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

**Day 1: Foundations of Performance Management**

- Module 1: Understanding Performance Management (07:30 – 09:30) • Definition, goals, and principles of effective performance management • Shifting from annual reviews to continuous performance conversations • The role of the manager in driving performance
- Module 2: Setting Clear Expectations and SMART Goals (09:45 – 11:15) • Creating aligned, measurable, and time-bound objectives • Communicating role clarity and standards • The link between expectations and engagement
- Module 3: Monitoring and Measuring Performance (11:30 – 01:00) • Key performance indicators (KPIs) and tracking tools • Gathering feedback and performance data • Early identification of performance trends
- Module 4: Workshop – Drafting a Team Performance Framework (02:00 – 03:30) • Participants build a customized framework for their teams • Peer feedback and refinement

**Day 2: Coaching, Feedback, and Managing Underperformance**

- Module 1: Giving Effective Feedback (07:30 – 09:30) • The art of constructive feedback and active listening • Using SBI and BOOST models • Maintaining objectivity and emotional balance
- Module 2: Coaching for Development and Growth (09:45 – 11:15) • Coaching mindset and leadership presence • GROW model for performance conversations • Motivating and empowering subordinates
- Module 3: Addressing and Documenting Underperformance (11:30 – 01:00) • Recognizing and responding to performance issues early • Corrective action planning and follow-up • Legal and HR considerations
- Module 4: Final Workshop – Conducting a Performance Conversation (02:00 – 03:30) • Role-play practice of real-life performance dialogues • Group coaching and debrief • Course wrap-up and action planning

## Certification

Participants will receive a Certificate of Completion in Managing Subordinate\'s Performance at the Workplace, confirming their ability to lead performance management processes that drive accountability, development, and organizational success.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

| **In-House / Customized Training**<br>Interested in running this course for your team?<br>Please contact us: | TEL:<br>**+601116373203** | EMAIL:<br>**info@mawaevents.net** |
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