



PERFORMANCE APPRAISAL

March 4-5, 2026 (Wednesday-Thursday) 8.45 am – 5.00 pm
Remote Online Training (Zoom)

Performance appraisal is a systematic process organizations use to evaluate employees' job performance and contributions against set standards. It provides **feedback** to help employees improve, informs decisions on promotions or pay, and aligns individual goals with company objectives. The main goal involves measuring skills, productivity, and behaviors like punctuality or teamwork through methods such as manager reviews or 360-degree feedback. **Regular check-ins** throughout the year build toward a formal annual or biannual review. This process identifies strengths, training needs, and areas for growth.

Appraisals boost motivation, communication, and accountability while supporting rewards or development plans. However, they can create stress if not handled transparently, and poor execution may lead to bias or demotivation. Effective ones emphasize ongoing dialogue over one-time events. Common approaches include goal-setting with measurable objectives, rating scales from poor to excellent, and peer or self-assessments. Performance tests or project evaluations offer practical insights into skills. Managers often compare results to predefined benchmarks for fairness.

OBJECTIVES

Upon completing this 2-day workshop, participants should be able to :

- **Understand and grasp** how they measure job performance, provide feedback, and align individual efforts with business goals.
- **Identify** common methods and tools: Learn techniques like rating scales, 360-degree feedback, and goal-setting frameworks such as SMART to conduct fair evaluations.
- **Appreciate** how appraisals boost productivity, motivation, and development while addressing challenges like bias.
- **Practice** giving constructive feedback, setting measurable goals, and handling difficult conversations during reviews.
- **Apply** insights from appraisals to inform promotions, training needs, rewards, and overall performance improvement strategies.

WHO SHOULD ATTEND

All Levels including non-executives especially HR

METHODOLOGY

Training is delivered in a highly interactive and experiential way. The trainer will facilitate discussion of real issues and challenges that the participants face in their work and private lives. Each activity will be thoroughly de-briefed to link the learning to real life situations.

Program Incorporates Various Methodologies:

- We assess participants' baseline knowledge and track progress throughout the program
- Lecture & Case Study: Engaging lectures and real-world case studies provide theoretical foundations and practical insights
- Games and Video Simulation: Interactive games and simulations enhance learning by applying concepts in dynamic scenarios
- Group Exercise Discussion & Presentation: Collaborative discussions and presentations foster peer learning and communication skills
- Quiz & Evaluation: Regular quizzes reinforce learning, and program evaluation ensures continuous improvement.

Enquiries – please contact **Ms Vaani / Pn Eda / Ms Harvindar**

📞 (05) 548 8660 📞 (05) 548 8221 ✉ fmm_institute_perak@fmm.org.my

COURSE CONTENTS

DAY 1		
TIME	TOPICS	DESCRIPTION
9.00 am	Ice-Breaker	Getting to know you
9.30 am	Introduction	Understanding Performance Appraisals. Learning performance appraisal equips managers with skills to evaluate employee performance fairly, deliver constructive feedback, and align individual goals with organizational success. <ul style="list-style-type: none"> Activity – Wheel of Life and setting SMART Goal
11.00 am	Break	
11.15 am	Module 1: Performance Management vs Performance Appraisal	Performance management is an ongoing, holistic process that aligns employee goals with organizational objectives through continuous feedback, coaching, and development. Performance appraisal, by contrast, is a periodic, formal evaluation—typically annual or semi-annual—that assesses past performance against specific criteria to inform decisions like promotions or raises. While appraisals provide snapshots for accountability, performance management drives proactive growth and real-time improvement. <ul style="list-style-type: none"> Activity – Feedback Exchange Exercise
12.45 pm	Lunch Break	
2.00 pm	Module 2: Performance Appraisal Methods	Common Appraisal Methods <ol style="list-style-type: none"> Rating scales Behaviorally Anchored Rating Scales (BARS) Management by Objectives (MBO) 360-degree feedback Self-assessment. <ul style="list-style-type: none"> Activity – Design a method that suits you
3.30 pm	Break	
3.45 pm	Module 3: Common Appraisal Errors & Biases	Common appraisal errors and biases are systematic flaws in performance evaluations that lead to unfair or inaccurate ratings, often stemming from human judgment limitations. These include the halo effect, where one strong trait influences overall assessment, and recency error, overemphasizing recent events over full performance history. Other frequent issues involve central tendency (rating everyone average), leniency or strictness biases, and similarity error (favoring those like the rater). <ul style="list-style-type: none"> Activity – Bias Identification Role-Play
DAY 2		
9.00 am	Recap on Day 1	
9.30 am	Module 4: Preparing for the Performance Appraisal Meeting	Preparing for a performance appraisal meeting involves gathering performance data, reviewing goals and feedback notes, and creating a structured agenda to ensure a focused, constructive discussion. This preparation fosters open dialogue, aligns expectations, and supports goal-setting for future growth. <ul style="list-style-type: none"> Activity – Designing a performance appraisal meeting
11.00 am	Break	
11.15 am	Module 5: Conducting an Effective Appraisal Conversation	Structure of a Good Appraisal Meeting <ol style="list-style-type: none"> Set a safe tone Review objectives Discuss achievements Discuss gaps Agree on improvements Set future goals <ul style="list-style-type: none"> Activity – Role Play
12.45 pm	Lunch Break	
2.00 pm	Module 6: Giving Constructive Feedback	Types of Feedback <ul style="list-style-type: none"> Reinforcing feedback Corrective feedback Developmental feedback <ul style="list-style-type: none"> Activity – GROW Coaching
3.30 pm	Break	
3.45 pm	Module 7: Development Planning & Follow-Up	Individual Development Plan (IDP) <ul style="list-style-type: none"> Skills to improve Training needs Coaching support Timeline & review date
5.00 pm	End of Programme	



TRAINER

MR ALEX SOH YOKE SIEW is an HRDC-registered trainer with over 30 years of experience in communication, leadership development, emotional intelligence, and coaching. Holding a Master's degree from APTS Philippines, he is driven by a passion to equip leaders, managers, and executives with the skills to communicate clearly, lead effectively, and articulate ideas with confidence. As a certified EQ facilitator and coach, Alex helps individuals understand and regulate their emotions, stay focused, and unlock their potential through reflective questioning and guided self-discovery. His training approach blends strong communication expertise with deep empathy, enabling clients to gain clarity, confidence, and purpose in their personal and professional growth.

MR ALEX is also an experienced team-building facilitator who emphasizes connection, collaboration, and effective communication to help organizations strengthen teamwork and achieve greater results. His interest in Root Cause Analysis further enhances his ability to guide teams in identifying underlying issues, improving processes, and implementing long-term solutions. A lifelong learner who enjoys reading biographies and engaging with people from all walks of life, Alex brings authenticity, warmth, and a genuine desire to impact lives positively—qualities that make his training sessions both meaningful and transformative.

COURSE DETAILS

Date **March 4-5, 2026**
(Wednesday-Thursday)

Time **8.45am - 5.00pm**

Platform **Remote Online Training (Zoom)**

Medium of Instruction **English**

CPD **14 hours**

Fees **Members RM1,080.00/pax**

Non-Members RM1,188.00/pax

(Fees inclusive of Service Tax at 8%, Downloadable Course Materials and Certificate of Attendance)

- Download and install ZOOM app on your laptop/desktop before the programme
- Good Internet / Wi-Fi connectivity
- Access Links will be provided upon confirmation of the programme

ADMINISTRATIVE DETAILS

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: FMM Institute Perak ■ MyCoID : 475427W_PERAK
- HRD Corp Programme No: Provided upon confirmation

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon Faxing/Mailing the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The course would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- Cheques made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For HRD Corp Claimable Course, an **Attendance of 100%** is a **must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**
- FMM Institute TIN No. **C10626805080**

CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course - 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost

~ Registration Form ~

PERFORMANCE APPRAISAL

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Closing Date:
FEBRUARY 28, 2026

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name		Designation	
	NRIC		HP No	
2.	Name		Email	
	NRIC		Designation	
3.	Name		HP No	
	NRIC		Email	

(Please attach a separate list if space is insufficient)

We hereby confirmed that (Please tick (✓) in appropriate box):-

- We **will be claiming from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "**FMM Institute**".

Submitted by:

Name:	Designation:
Company:	Tel:
Address:	Fax:
Email:	FMM Membership No