



KPI MEETINGS

EMD's Focus:

Formulating business strategy & plans

Organisational restructuring

Commercial awareness skills development

Commercialisation

Performance measurement & management

Project Management

Remuneration options

Process re-engineering and continuous improvement processes

Team based work units

Consultative and bargaining processes

360° feedback

Training and learning processes

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WHY KPI MEETINGS?

This program is for managers or team leaders who are reviewing KPIs with their teams.

The program assists with the implementation of KPIs on a team level by ensuring that processes are in place to help managers in generating action plans and delegating responsibility.

LEARNING OBJECTIVES

- Being able to successfully implement KPIs at a team level
- Running structured team meetings around KPIs
- Being able to generate involvement of team members in the achievement of action plans

OUTCOMES

- A more outcomes focused organisation
- Clear responsibilities and effective review of KPIs
- Ownership of KPIs

CONTENT

- Key Performance Indicators - KPIs
- Characteristics of good KPIs
- Team KPIs
- KPI reporting
- Analysing performance
- KPI review meetings - how and how often
 - Agenda
 - Leading the meeting
 - Process (before, during, after)
 - Ground rules
 - Generating participation and ownership
 - Dealing with difficult situations
- Action plans

ACTION LEARNING

- Participants will workshop running KPI meetings
- Simulation role-plays will provide hands-on experience on how to handle challenging situations / people

DURATION

1/2 to 1 day, depending on the group

WHO SHOULD ATTEND?

- EMD tailors the KPI Meetings program to suit different groups of people.
- The EMD KPI meeting program is recommended for Managers and Supervisors who plan to or have implemented KPIs within their team / organisation and need to conduct staff meetings to review KPIs and productivity / performance and efficiency with their teams.

WHAT NEXT?

If you are interested in more information about how EMD's KPI Meetings Program can work for your organisation, please give us a call on +61 2 8399 0011 and ask to speak to one of our consultants.

Alternatively, e-mail us at info@emdgroup.com.au

We can also give you references to other organisations, whose teams have benefited from going through our program.