

Amplios Academy

Amplios Consultants Pte Ltd

Performance improvement consultants

www.amplios.net

Key Performance Indicators

A two-day workshop for managers in a competitive world

Training objectives

The purpose of this seminar is to:

- Provide an introduction, and in-depth examples of KPIs at work
- Communicate the value of KPIs to the business, in business language
- Provide participants with the ability to calculate the Return On Investment (ROI) for KPI projects

Training method

The training method involves:

- Description of the theory
- Reinforcement of the theory by case studies
- Involvement of the participants by techniques such as role play and games, particularly in those areas involving team management
- Reinforcement of the learning by techniques such as mini-quiz
- Resolution of queries by question-and-answer

Training content

The training covers topics such as:

- Traditional approaches to performance measurement
- The power of Positive Reinforcement techniques
- The importance of Maslow's Hierarchy of Human Needs
- Scientific approaches to Leadership
- Using KPIs to influence behavior
- Increasing performance through reinforcement
- Motivational problems versus skill problems
- Building trust
- Capturing discretionary effort
- Measurement techniques – how to keep score
- Performance feedback
- Goal setting
- Benchmarking

Who should attend

The seminar is intended for Executives, Managers, Supervisors and operating personnel