

# EFFECTIVE KPI DESIGN AND IMPLEMENTATION

~from strategic goal-setting to sustainable performance for your organization~

## Is your organization facing these challenges?

- ✓ No standardized methodology to establish KPIs across departments and employee levels.
- ✓ Strategy-disconnected KPIs that become "ceremonial" metrics failing to drive actual performance.
- ✓ Absence of systematic cascading from organizational goals → departmental targets → individual objectives.
- ✓ Insufficient transparency in tracking and evaluation, causing friction between management and staff.

## PROGRAM CONTENT

### Part 1: Foundational mindset & core KPI principles

- 1.1 Competency-based performance approach according to CIPD (Chartered Institute of Personnel and Development)
- 1.2 Modern performance management approach according to CIPD
  - Balancing Result (KPI) with Behavior (Competency)
  - The 4C Model: Clarity, Capability, Connection, Contribution
- 1.3 KPI Fundamentals and the Vietnamese context
  - Key concepts: distinguishing between KPI – KRA – Target – OKR
  - 8 common pitfalls in KPI development of organizations in Vietnam
  - SMART/SMARTER principles and evidence-based approach

### Part 2: The process of building KPI aligned with organizational strategy

- 2.1 The Balanced Scorecard (BSC) strategic framework
  - BSC fundamentals and common pitfalls of organizations in Vietnam
  - Developing Strategy Maps based on CIPD methodology
- 2.2 Four-Level KPI Cascading
  - The 4-level KPI cascading model: Company -> Function -> Team -> Individual
  - Setting KPI targets & Weighting factors for each department
  - Selecting the right indicators: Lead KPIs & Lag KPIs
- 2.3. Standardized KPI templates for departments
  - Sample KPI sets for Manufacturing, Services, Banking, and Finance sectors
  - KPI evaluation criteria
  - KPI evaluation checklist

### Part 3: KPI Implementation & Performance Appraisal

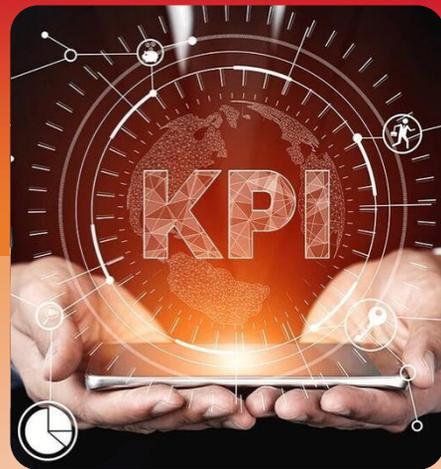
- 3.1 Performance Coaching and Feedback Skills
  - Coaching skills using the GROW model
  - Feedback skills and implementation of performance conversation
- 3.2 Performance appraisal based on the CIPD dual model
  - KPI (Result) evaluation: Handling hard-to-measure metrics or missing data
  - Behavior (Competency) evaluation
  - Common pitfalls in performance appraisal
- 3.3 Performance tracking system with visual dashboards
  - Developing simple and intuitive performance tracking dashboards
  - Frequency and execution of performance review meetings

### Part 4: Practical case study analysis

### Part 5: Performance Contract and Performance Improvement Plan (PIP)

- Content and usage of Performance Contracts
- When to use PIP and how to execute it effectively
- Supporting tools (IDP and learning activities)

### Part 6: 1-Month Action Plan ~ ~ Building or refining KPIs for your organization's situation



## OBJECTIVES

- ✓ Build a KPI system aligned with organizational strategy.
- ✓ Standardize a transparent and measurable KPI process.
- ✓ Master the methodology for continuous KPI management and improvement cycles.
- ✓ Develop the "KPI-driven management" mindset and apply it to talent development.

## PARTICIPANTS

- Staff
- Middle-Management
- First-line Management
- Top-Management

## METHODOLOGY

30% theory, 70% practice through group discussions, presentations, case studies, role-playing, games, etc.



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\* Detailed sequence and content are subject to change.