UNDERSTAND | ENGINEER | TRANSFORM

PEOPLE PERFORMANCE



AN INTRODUCTION TO PEOPLE PERFORMANCE

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Read on to see why we stand out from the rest



ABOUT US



People Performance is a people and organisation development company.

Established in 2012, we have offices in Singapore (reg 201135241N) and Malaysia (reg 976058-K). We operate globally depending on where our clients need us.

We specialise in customised development programme to address the needs of our clients using organisation development, neuroscience and behavioural change approach

0 OUR VISION

To be the trusted organisation development partner in shaping corporate community positively.

0 OUR VALUES

RESULT ORIENTATION

We set clear goals and commit ourselves to achieving it.

SUPPORTIVE

We work as a team and provide support to each other to achieve success.

ENERGISE

We demonstrate passion and enthusiasm in all we do.

OUR MISSION

To provide quality customised development solutions in the areas of **culture**, **leadership** and **team.**

INNOVATIVE

We use creative approaches and adapt accordingly towards the end goal.

ETHICAL

We build confidence by ensuring our actions and decisions are based on ethical practices.

Our strength is in developing internal capabilities. Working with clients from different industries gives us the edge because it allows us to leverage best practices from other industries.

Some notable clients we have worked with



I) A Systematic and Planned Approach to Achieve Your Goals

OUR DIFFERENTIATOR



2) Our Programme Design Philosophy



Action Research Process

This is an organisation development (OD) approach which helps us define your desired outcome in an objective manner, design and engage the appropriate intervention and measure its success.



Transtheoretical Behavioural Change Model

We employ a person-centric behavioural change approach into our programme to ensure learners take ownership of their change.

3) Our Focus on Engagement & Buy-in



CLIENT ENGAGEMENT

Each client requirement is unique. Prior to presenting our proposal for our client's consideration, we would meet to assess their needs and understand their challenges to ensure our approach is practical, relevant and addresses the concerns of their senior leadership team.



LEARNER ENGAGEMENT

Recognising the importance of getting learners' buy-in in order to achieve success, we engage with learners right from the start to understand their needs to ensure they find the programme relevant to them.



4) Fun Workshops and Usage of Active Learning Methodology "An organisation's ability to learn, and **translate that learning into action** rapidly, is the ultimate competitive advantage."

— Jack Welch—



LEADERSHIP



TEAM

CULTURE

Culture

Culture in organisation is the 'way people work' in that organisation. Organisation culture is formed either organically or deliberately.

We promote developing culture in a deliberate manner because this allows us to manage it in a purposeful manner and anticipate unintended consequences.

Our culture work focuses on factors that shape behaviour: attitudes, values and personality.

Our culture services include:

Culture assessment
Culture design
Culture transformation

We are certified to use Barrett Values Centre culture tools. Visit their website at www.valuescentre.com

THE CULTURE ICEBERG



Culture Success stories

Story #I

The client is a British multinational insurance company.

They wanted to improve their Net Promoter Score due to negative customer perception.

We were engaged to design and conduct 2 half-day sessions to gain their employee's buy-in into the change programme the company is about to embark. We incorporated an inquiry session to solicit employee's concern and challenges. This enabled the company to achieve quick wins fast in order to gain the employee's

Story #2

The client is a German multinational security printer.

They needed to cascade the organisation's revised core values and to onboard everyone.

We were engaged to design and conduct a full day programme for all employees to appreciate the company's core values, history and to be able to identify workplace behaviour expected of them, that is aligned to the core values.



Leadership

Leadership is the ability to develop and grow the organisation and develop talents concurrently.

What differentiates our leadership approach is our understanding in the 'Asian way of doing leadership'.

We have adapted MIT's Leadership Center leadership model into our programme. We are also able to work with your leadership model if you have one already in place.





Our leadership services include:

- **O Assessing your leaders' ability**
- 0 Designing your leadership competency
- O Leadership development programme
- ⁰ Leadership workshop
- ⁰ Leadership coaching

Leadership Success stories

Story #I

The client is a French multinational company involved in the oil & gas industry.

They wanted to increase the leadership effectiveness of their middle managers.

We were engaged to design and conduct a four-month leadership development programme for the first cohort of 10 learners.

We incorporated a 360 leadership feedback tool to enable the managers to be more self-directed in the way they improve themselves. Apart from the leadership workshops, they attended mentoring sessions, completed assignments and had one-on-one feedback sessions.





Story #2

The client is a Turkish multinational oleochemical producer.

They wanted a leadership programme for their new managers.

We were engaged to design and conduct a three-month new manager development programme for 75 learners. The group was divided into 3 cohorts.

Learners increased their self-awareness with a motivational profiling tool, learned to overcome transitional issues when becoming a first-time manager, managed teams and gained confidence leading others.

Team

Working in team sounds fun but in reality, it takes deliberate effort to ensure the team becomes high performing.

Based on our experiences developing teams, we developed our propriety **High Performance Team Development Model** that is agile and adaptive.

We understand the different phases a team goes through and designed services to match your team's needs.

Our team services include:

○ Team Play™ (Team bonding)
○ Team Learn™ (Team skill workshop)
○ Team Strategise™ (Planning retreat)
○ Team development programme

People Performance High Performance Team Model



Team Success stories

Story #I

The client is a public listed Malaysian SME involved in the export of palm oil products globally.

They wanted to improve and refine their internal processes due to rapid growth and SAP implementation.

We were engaged to design and conduct a two-day planning retreat where each department reviewed their processes and ensured a proper 'handshake' is established across departments. To ensure success, learners had to complete their department's as-is processes prior to the retreat. The retreat saw heads of department forging stronger relationship as they appreciated the challenges each other faced.





Story #2

The client is a German multinational IT service provider.

They wanted to improve the working relationship among team members of their Global Business Operation team.

We were engaged to design and conduct a two-day team development programme. Learners were able to appreciate each other through the use of a behavioural profiling tool. Through a series of experiential activities, learners gained a better understanding of how to work with each other and also manage conflict. One of their key takeaways is the creation of a 'rules of engagement' to improve their working relationship.

TESTIMONIALS

"What I appreciate most about him is his sincerity in supporting our development initiative, his insights and recommendation into issues brought up by our leaders and his commitment to making the programme work. I would recommend Isaac to any organization who wants to build a strong leadership culture and effective development programme."

HR Director, EVYAP Sabun Malaysia Sdn Bhd

> "Just wanted to drop you a note to say Thank you for the great work you did for us. I think the team had a blast."

Director, Service Management, Marina Bay Sands "I found the workshop to be very relevant and guides the senior management on the tools to use during change. It brought the team together to align to the organization's goal."

> R&D Director, Hartalega Berhad

Scan me for video testimonials



"Isaac structured our teambuilding in a way that requires contribution from each of the team member. It created room for my staff to understand the relevance of working as a TEAM. But.... the most important was the FUN made us remember everything!!!"

Head of GBOP, T-Systems (Malaysia) Sdn. Bhd.



Photos of learners in action

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"We are what we repeatedly do. Excellence, then, is not an act, but a habit" Will Durant

Scan me to visit our website

