



Performance Management of Workforce (PMW)

The third week of our four-week **Human Resource Management course** features a **special workshop dedicated to “Performance Management of Workforce”**. The distinct challenges and operational nuances of postal industry demands nurturing a culture of constant improvement through performance management. The participants will be equipped with the tools needed to refine their performance management competencies , a forum to share insights and best practices with peers, and strategies for adapting to industry evolutions , all while enhancing employee engagement and motivation efficiency. The workshop will cover Performance Management Appraisal and Improvement Plans , HR Strategies, SMART Goals , Contemporary HR Practices , Leadership skills and Team Bonding , Effective Communication Strategies , Adaptation to Technological Changes ,and Plans to Improve Employee Engagement and Morale. This will enable participants to not only evaluate past performance but also develop skills and abilities for future roles contributing to the success of the organisation.

Concept of Performance Management	Visits	Leadership Competency Activity
Worksheets and Handouts	Group Assignments and Presentations	ADDIE for Case Studies
Appraisal Methodologies	Best Practices	Simulations and Role Play for Communication Skills



Ms. Suchismita, who joined APPC in January 2024, is course director for the PMW workshop. With over a decade of service at India Post, she contributes extensive hands-on experience and deep expertise to the workshop. Before her tenure at APPC, she held the position of Director of Postal Service in an Indian Province, overseeing human resource management for over 8,000 operational post offices and more than 1,000 administrative employees. She has organized in-house training in field of Mail Monitoring, Soft Skills, Rural Financial business, Marketing of Insurance Plans, Social Media Management etc. She has conducted many **capacity-building programs** on performance management for workforce for APPC. Her commitment to create new pathways for learners will lead to unforgettable experience for all participants.

