

Appraisals & Managing Performance

Who Would Benefit

This program is designed for anyone who has responsibility for conducting performance appraisal reviews and meetings.

Course Overview

This course is designed for managers who have little or no knowledge and experience of appraising business performance effectively.

The content is also suitable for experienced managers who have not received any formal tuition in the subject or who simply wish to 'brush up' on their skills.

We will present a detailed overview of the Performance Appraisal process (PA) instructing each manager in the value of the PA.

We will explore the value and importance of preparation and a structure for successful appraisal meetings and follow up.

Everyone will have the opportunity to practice the necessary skills and assess performance at all levels ensuring meaningful objectives are established and monitored.

CPD Points: 12

Course Category: Management & Leadership

Recommended No. of Days: 2

Course Location: To be determined

The Course Includes:

Day One:

- Welcome and introduction
- Review personal objectives
- The value of the PA - Defining benefits
- Preparing for the meeting
 - Gathering appropriate information
 - Creating the right environment
- The appraisal meeting
 - The structure of the interview
 - Maintaining focus and direction
- Communication skills
 - Questioning techniques
 - Listening & summarising
- Delegate role-plays
 - Exercise evaluation & feedback

Day Two:

- Assessing and measuring good/poor performance ~ appraising for results
- Giving and receiving feedback
- Dealing with difficult behaviour & conflict
- Creative staff development
 - Identifying areas for development
 - Training & development options
- Good coaching skills and follow up
- Prioritising and setting key goals and objectives
- Exercise - Delegate role-plays, evaluation & feedback

Learning Outcomes

- Display proficient questioning techniques
- Demonstrate expert listening skills
- Develop efficient counselling techniques
- Explain motivation techniques
- Show how to assess performance effectively and efficiently