



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Performance Appraisal

(1 day)

"If you don't take the time to appraise your staff how will you know they are performing? Perhaps it's time to praise the appraisal!"

Benefits

Performance appraisal is potentially a vital and enabling part of performance management. If done badly though it can be a confusing waste of time that frustrates managers and irritates staff.

Aim

To show the benefits of quality performance appraisal and how painlessly it can be achieved through the correct skills & attitudes married to a confidence & belief in the process itself.

Objectives

By the end of the training you will be able to...

- Address the key skills of managing objectives, asking the right questions and giving feedback
- Deliver the important appraisal meeting with confidence
- Identify ways of making appraisal work for you and the business and so turning any negatives to positives

Content

- What is performance appraisal?
- Performance management – the wider business issues
- Setting and measuring objectives
- Feedback skills – giving critical & positive feedback, agreeing & exchanging views
- The appraisal meeting - how should the appraiser prepare? What does the appraisee need to do?
- Appraisal skills - asking the 'right' questions, listening skills, how to record discussion points and outcomes
- Clarifying performance expectations - output, inputs and pivotal situations, using Key Performance Indicators
- Getting 'buy-in' - why everyone should 'praise appraisal' and its importance to the business