

Who should attend: This course is suitable for team leaders, supervisors, and managers who conduct corporate appraisal and performance review interviews.

Aims: The performance appraisal is important for the employee and the organisation. It can ensure the 'best performance' practices from its employees and promote their future development. However, staff development does not just happen. It takes a conscious and concerted effort on the part of the manager to support and encourage employee initiative. If you have had a performance appraisal you could probably remember a good or bad experience, and this might have nothing to do with your performance! The appraiser needs to get it right for the sake of the individual and the organisation. It is vital to have an appraisal system which meets the needs of the organisation and the individual. An accurate appraisal will motivate, develop, and help establish career paths. Our appraisal training course will provide participants with the knowledge and skills to improve the performance of staff by conducting meaningful performance reviews. The content of the course is tailored to suit the way your company conducts and evaluates your performance appraisal process.

By the end of the course, delegates will:

- Understand the role of the appraisal in overall performance improvement
- Identify the benefits and pitfalls of appraisals
- Establish clear standards of performance: Key result areas and targets
- Gather evidence for the appraisal
- Set out ways of resolving conflicts
- Build rapport and give feedback
- Show effective listening and discussion skills
- Understand the skills required to motivate with constructive criticism
- Establish training needs and set meaningful action plans
- Get the best from your people and appraisal scheme

Topics

- Staff appraisals' aim and purpose
- Appraisal system benefits to the appraiser, appraisee and organisation
- Appraisal steps: Prepare, discuss, and follow up
- Appraisal roles and responsibilities, including behaviours which help and hinder]
- Appraisal dos and don'ts
- Appraisal outcomes (including skills and discussions)
- The power of questions
- Feedback
- The GROW Model
- SMART Action Plans