

EFFECTIVE PERFORMANCE APPRAISAL (2-Day Workshop)

Performance Appraisal is not just about going through the process of holding Appraisal Interviews, and mechanically completing the forms.

Instead, Performance Appraisal is a very effective tool for managers to use to help them manage their staff.

Getting the best use of Performance Appraisal includes:

- **Developing and using a wide range of skills and techniques.**
- **Choosing an Appraisal System that best fits your organization; and making it work.**

This two-day workshop provides training in both these areas.

Objectives

- ◆ To learn and practice the skills and processes involved in carrying out effective Performance Appraisals.
- ◆ To adopt a planned approach to carrying out an Appraisal Interview.
- ◆ To understand the range of available Appraisal Systems and identify their advantages and disadvantages; and learn how to manage their disadvantages.
- ◆ To learn how to use the Appraisal Process to achieve measurable results.

Learning Methods

- This is a highly participative and practical workshop.
- Delegates will practice all the skills involved in the Performance Appraisal Process, and review and refine the use of these skills, through the use of:
 - Exercises.
 - Role Plays.
 - Team Tasks.
 - Group Discussions.
- Inputs will be provided on the various skills and techniques; with handouts provided.

Who Should Attend

All managers who have people working for them, and have to carry out Performance Appraisals.

It is also suitable for HR staff who are responsible for managing and implementing a Performance Appraisal System.

CONTENTS OF THE WORKSHOP INCLUDE:

- A Range of Skills and Techniques for Carrying out Appraisal Interviews.
- Methods for Setting Goals and Measures; and Agreeing a Common View of the Job.
- Ways of Weighting Principal Accountabilities.
- Structuring the Appraisal Interview - The 3 Stages.
- Skills for Giving Constructive Feedback on Behaviour and Performance.
- Use of Counselling Skills To Explore and Develop Solutions To Performance Problems.
- Using Assertiveness Skills To Deal with Conflict; Refusing Requests; Saying No.
- Preparing for the Appraisal Interview, Gathering Information; Preparing The Appraisee; Physical Environment.
- Use of Active Listening and Questioning Skills.
- Identifying Training Needs Using Critical Incident Review, and Key Questioning Techniques.
- Personality Differences and How They Affect Behaviour.
- Appraising Difficult People.
- Carrying Out Appraisals In A Matrix Management Type Organization.
- The Range of Appraisal Systems Available: Their Advantages and Disadvantages and How To Manage These.
- Different Ways of Evaluating Performance and How To Get The Best Use From Them.
- The Common Problems with the Appraisal Process and How To Deal With Them.

Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

Workshop Fees

The 2-day workshop is run in-company at a total cost of £1,200.

The cost of the venue and traveling expenses are not included in this fee, and the workshop can be run on the client's site.

TO CONTACT US: Telephone John S Steel on 01295 255910 or 07788714693