

Performance Appraisals



A one-day workshop outlining the benefits of a well-run appraisal system and the skills needed to conduct appraisals in a positive and supportive manner

Overview

A good performance appraisal system that is used well can have many benefits including helping staff feel valued, identifying strengths that might help shape the individual's future direction, identifying issues early on that can help avoid problems later, and reinforcing a partnership approach between the manager and their staff.

Performance appraisal is one of the tools available to managers to help align resource capability with their team objectives by identifying the opportunity for developing staff to meet the need.

Aims

This one-day workshop aims to help participants recognise how conducting appraisals in a positive and supportive manner not only helps boost morale but can have benefits both for staff members' development and future opportunities, and for team performance. It also provides participants with the opportunity to practise their performance appraisal skills.

Learning Objectives

By the end of the programme, you will be able to:

- Understand the purpose of the appraisal process and your role and responsibilities as appraiser
- Plan, prepare and structure a review
- Remain fair and consistent, avoiding bias
- Achieve honest and open communications
- Learn how to listen and give clear and specific feedback
- Define areas for appraisee development and set clear objectives
- Tackle performance problems and sensitive issues effectively
- Conduct appraisals in a confident and professional manner.

Workshop Content

Staff Appraisals

- The Importance of Staff Appraisals
- Barriers and Problems
- Overcoming the Barriers and Problems
- 5 Cs of Performance Appraisal
- Your Responsibilities
- Appraisee Responsibilities

Preparing for the Appraisal Meeting

- The Appraisal Cycle
- Meeting Preparation
- Dangers You Might Introduce

Conducting the Appraisal Meeting

- Judging Demeanour
- Maintaining self esteem
- Questioning and Listening
- Influencing Styles
- Active Listening
- Reflecting Back
- Types of Questions
- Giving Feedback

Difficult Appraisals

- Confronting the Issue
- Why do people resist change?
- Strategy for dealing with resistance

Setting Objectives

- Alignment with corporate, departmental or team goals

Product Code: PERA

South East Training is the trading name of South East Training Network Limited

Registered in England and Wales No: 07221826

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