



APPRAISAL SKILLS FOR MANAGERS

Appraisal can be a highly motivational and positive experience, particularly where it is seen as an opportunity for a 'two-way' planning and review meeting, where goals can be shared and agreed. This event will benefit managers responsible for the delivery of staff appraisals or setting and review of work-based performance objectives.

Aims -

This course is packed with essential techniques for making a genuine difference to your appraisal delivery. On completion of the training participants will learn how to:

Objectives -

- To be able to state the main advantages and pitfalls in appraising staff
- To demonstrate even greater confidence in planning, structuring and conducting interviews to review jobs, performance and progress
- To set realistic standards of performance for fair and objective appraisal
- To confidently apply a variety of interviewing techniques to cope with different appraisal situations
- To identify relevant future development needs within the existing or potential performance requirements

Content -

- Why appraise staff?
- Appraisal preparation
 - Planning the interview
 - 'Objective' versus 'subjective' contribution
 - Aligning performance to business goals
 - Objective setting – applying SMART
 - Establishing strengths & development opportunities
- Preparing for interview - Creating the right environment
- Managing the appraisal interview
 - Opening and creating a rapport
 - Asking the right questions & exercising listening skills
 - Dealing sensitively and firmly with performance issues
 - Joint performance planning
 - Managing conflict situations
 - Gaining genuine commitment
 - Agreeing compelling objectives and learning goals
- Appraisal beyond the interview – a continuous process

Workshop ethos and comfort factors ☺

- The session will start and finish on time with the appropriate comfort breaks.
- Delegates should wear comfortable casual attire.
- All delegates should come prepared to take part in the activities and be assured that their contribution will be valued.
- Refreshments will be provided.

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