This course provides appraisal skills training for line team leaders and managers who have a responsibility for managing the performance and conduct of others at work.

COURSE OVERVIEW

Performance reviews come in many shapes and sizes and go by various names (e.g., performance evaluations, employee evaluations, performance reviews). However, the core of any such program is an opportunity for a manager and an employee to meet and discuss organizational priorities, talk about current performance on the job, and set performance goals for the employee. Ideally, it will be an ongoing process—one in which both the manager and employee will participate.

COURSE OBJECTIVES

• State the core principles and benefits of effective performance appraisals
• Set and write SMART performance objectives
• Review the appraiser’s performance and clearly summarise the agreed level of performance
• Give constructive and motivational feedback
• Hold structured conversational performance appraisal meetings

COURSE OUTLINE

• Module 1: Principles of effective appraisals
• Module 2: Setting SMART Objectives
• Module 3: The appraisal meeting
• Module 4: Appraisal skills
• Module 5: Practicing the key skills in conducting an appraisal
• Module 6: Performance appraisal documentation and follow up
• Module 7: The My-Way Mind-set
• Module 8: The Collaborative Mind-set
• Module 9: What to do with all You’ve Learned