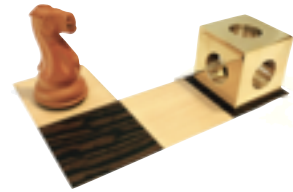


beyond the board training

Course Factsheet C6



Effective Performance Appraisals



Reviewing an employee's performance is a critical function of a manager but for many is a daunting task. Research shows that proper training boosts managers' confidence and yields more accurate performance ratings that are perceived as fairer and more accurate. The right skills also enable managers to handle difficult appraisal judgements, and communicate more effectively with staff.

Prerequisites

The course is appropriate for all managers of who have responsibility for conducting performance appraisals of their direct reports.

Outcomes

As a result of this course the participants will:

- Understand Performance Management and Performance Appraisal
- Learn how to conduct an appraisal and provide an evaluation that is seen as fair and accurate
- Understand the importance of monitoring and observing performance continuously
- Develop skills and confidence in both giving and receiving balanced and constructive feedback.

Syllabus

- Performance Management vs. Performance Appraisal
- Purposes of Performance Appraisal
- Preparing for the appraisal session
 - Monitoring and observing performance
 - Roles and responsibilities of the employee
 - Reviewing notes and goals from the previous appraisal
- Carrying out an individual appraisal
 - Eight guiding principles
 - Meeting with the employee
 - Setting goals
 - Identifying development needs
- Feedback:
 - Characteristics of effective feedback
 - How to deal with unsatisfactory performance
 - Accepting upward feedback
 - Coaching: asking effective questions
- Personal action plan
- Recap
- Q & A Session

COURSE LENGTH: 4 HOURS
MAXIMUM CLASS SIZE: 12 PEOPLE