

APPRAISAL SKILLS AND MANAGING PERFORMANCE

Workshop Outline

AIMS:

This workshop will look at the value of having clear goals and targets to achieve and how to monitor and maximise individual and team performance. Focusing on in-house Appraisal Schemes, we will look at how the process can be conducted to achieve a positive and meaningful interview for both parties. By correct application of the Scheme, both poor performers and high fliers can be identified and the appropriate management action can be taken.

LEARNING OBJECTIVES:

At the end of this workshop participants will:

- Understand the value of the appraisal process as a performance management tool and the roles of appraiser and appraisee in achieving the best results
- Re-visit key communication skills and the value of assertive behaviour throughout the appraisal process
- Review best practice in terms of preparation and note keeping before the interview and conducting a structured and participative appraisal
- Have identified how the process links to:
 - ~ The Business Plan
 - ~ Team objectives
 - ~ Investors in People
 - ~ Personal development
- Review the skills needed to complete a positive review including:
 - ~ Positive communication and how to give and receive feedback
 - ~ Objective analysis of personal behaviour and attitudes
- Be able to appraise poor performers, maintaining their self-esteem and gaining commitment to action plans for dealing with shortfalls in performance
- Look at how to identify and gain agreement for SMART and meaningful objectives
- Will understand the importance of keeping the Review Form as a 'live' document
- Be aware of the benefits of maintaining focus on the individual through regular one to one's or job chats

APPROACH:

This workshop will involve working closely with existing appraisal schemes to ensure that best practice is applied or for those organisations without an Appraisal System a full set of paperwork will be available.