

## Appraisal & Performance Management

**Recommended duration – 2 days**

### Objectives

- Fundamentally improve the way in which you conduct Appraisals (both informal & formal) to the extent that each appraisal is a positive experience which results in continued motivation and improved performance
- Improve the overall performance of the Organisation

### Content

Appraisal – your experiences

- What it is / isn't, and should be
- The benefits to the Individual, Manager and Organisation
- When to appraise your team
- The principles of Performance Management

Informally Appraising your Team

- Constructive Feedback

Preparing to conduct a 'formal' appraisal interview

- The venue, logistics and timings
- Communicating effectively
- Paperwork

Conducting the Interview

- Structure and Tone of the meeting
- Asking the right questions, at the right time and listening to the answers
- Setting objectives
- Your leadership style, considering their Competence, Commitment and Confidence
- Taking notes during the meeting
- Motivating the 'Appraisee'
- Dealing with uncomfortable situations
- Closing the meeting in a positive way

Identifying Training Needs as part of the Appraisal process

- How to identify needs
- Developing and using your coaching skills

### The Trainers Promise

- To use minimal PowerPoint and maximum group exercises, discussion and experience.
- To relax the group so they feel comfortable to learn and thoroughly enjoy the experience
- To use a variety of exercises including role-play, group work and case-studies
- The course will be conducted with approximately 70% exercises and 30% theory