



# Performance Appraisal – getting it right

## Understanding People

## Understanding Business Management

## Understanding Communication

## Understanding IT

**Duration:** 1 day or half day

### Who is it for?

Individuals who carry out staff appraisals and are looking to build their confidence and effectiveness in this essential skill. The programme is suited to those who are new to appraisals or have limited experience in this area.

### Objective

This course will identify the benefits of performance management. It will allow the delegates to learn and practise the key skills required to plan for and hold effective staff performance meetings.

*“Thanks for you help in getting our appraisal system off the ground”*

**Paul King**  
Eastbury Hotel

### Learning Outcomes

At the conclusion of the course, participants will be able to:

- Understand the purpose and benefits of appraisals and reviews.
- Identify their role and responsibilities as an effective appraiser.
- Plan, prepare and structure an effective review meeting.
- Remain fair and consistent, avoiding bias.
- Develop honest and open communications during review meeting.
- Learn to listen and give clear, specific and motivational feedback.
- Define areas for appraisee development and set clear objectives
- Tackle performance problems effectively and confidently.

### Course outline

Participants will consider the following topics:

- The purpose and benefits of appraisals and reviews
- Aligning appraisal reviews with organisational success
- Defining the barriers to effective appraisals and reviews
- Understanding your role and as an effective appraiser
- Gathering the information you need: drafting an appraisal plan
- Understanding competencies for staff development
- The importance of fairness and equality
- Gathering supporting evidence and data
- Establishing open and honest communications
- Questioning and listening skills
- Planning and conducting a structured, participative discussion
- Reviewing current compared to previous performance
- Providing clear, specific and motivational feedback
- Overcoming resistance; handling un-cooperative individuals
- Identifying the causes of poor performance
- Addressing issues of poor performance confidently
- Setting SMART Objectives

developing  
your people  
to enable  
them to give  
of their best