

Appraisal Training

Target Audience

Team Leaders

Course Objectives

- To provide participants with the knowledge, skills and confidence to be able to undertake effective performance appraisal discussions with their staff or team members.
- To enable participants to improve the performance of staff through the performance management process.

Course Content

- Understanding your organisation's appraisal process
- Benefits and value of appraisals
- Preparation for the appraisal discussion
- Roles and responsibilities of appraiser and appraisee
- Structure and style of effective performance appraisals
- Listening and questioning techniques
- Giving and receiving feedback
- Using positive verbal and non-verbal behaviour during the appraisal
- Assessing performance objectively
- Setting performance objectives
- Foreseeing and dealing professionally with a conflict situation
- Identifying learning and development needs of the employee
- Barriers to effective appraisals
- Ensuring the appraisal process is continuous throughout the year

Method of Training

- Trainer presentation and facilitation
- Group discussion
- Short case studies
- Small group exercises
- Practice sessions

Length of Course

One day