

Sample Bespoke Course Overview (Course can be tailored to your specific requirements)

Appraisal Skills

Suitability

- For appraisers who are new to running Appraisals and are unfamiliar with the concept of performance management.
- For appraisers who are using a new appraisal process or system.
- For appraisers who want to get the most from the appraisal process and need to improve their Appraisal skills.

Aims of the Course

- To ensure that appraisers have the skills to conduct an effective appraisal.
- To ensure that appraisers understand the concept of performance management and have the skills to carry out their responsibilities professionally.
- To ensure that appraisers feel positive about the appraisal process.

Learning Outcomes

By the end of the appraisal course, delegates will have the skills to:

- Prepare for and conduct a professional appraisal.
- Carry out their performance management responsibilities professionally throughout the year.
- Understand how to use and get the most from the company appraisal process.
- Communicate assertively and confidently as an appraiser during the appraisal.
- Be objective by using substance, not judgment to support their points.
- Show praise when appropriate by balancing negative (developmental) and positive feedback.
- Agree and set meaningful and measurable objectives with appraisees.
- Deal with issues of poor performance positively and professionally.

Outline Programme

- Preparing for, planning and structuring the Appraisal meeting.
- Understanding the appraisal process.
- Understanding your company's appraisal template form(s) and completing it objectively.
- Ensuring that performance management is a continuous process throughout the year.
- Agreeing clear, realistic and measurable objectives with appraisees.
- Understanding your strengths and weaknesses as a performance manager/communicator.
- Ensuring that communication is a two-way process during the appraisal.
- Effective listening and questioning skills.
- Demonstrating professionalism and assertiveness.
- Using positive verbal and non-verbal behaviour.
- Balancing positive and negative (developmental) feedback.
- Praising and criticising constructively and dealing with issues of poor performance professionally.
- Foreseeing and dealing with a conflict situation.
- Agreeing, recording and monitoring training and continuous professional development needs.
- Participating in a role play and receiving feedback on your technique as an appraiser.
- Creating the link between the appraisal and improved appraisee performance during the year.

Details

Duration; Normally one day (0930—1630 hrs)

Venue; Off site or office based.

Price; Between £950 and £1,200 + vat depending on delegate numbers.