

Conducting Effective Appraisals

Suitable for

Anyone who conducts appraisals of staff or volunteers in the workplace including those who are new to the appraiser role and as a refresher for those with experience at conducting appraisals.

Benefits for business

This course will provide your people with the knowledge and skills required to conduct effective appraisals. It will increase the confidence and ability of appraisers to deal with development needs and performance issues relating to employees; and ensure employers have in place a robust and fair system for monitoring performance. It also includes practical tips, tools and guidance to support success and deal with difficult issues.

Course content

Preparing yourself to be an effective appraiser

- Overview of the appraisal scheme and competence framework – industry specific
- Formal stages in the appraisal process – industry specific
- Key role, responsibilities and tasks of the appraiser
- Building confidence and overcoming your fears
- Communicating the whole message
- Preparing yourself and the appraisee for the appraisal interview

Conducting an effective appraisal interview

- Setting the scene and building rapport
- Essential appraiser skills – listening, questioning, reviewing performance
- Using positive reinforcement and giving constructive feedback
- Setting objectives for a range of performance levels – from novices to peak performers
- Dealing with difficult situations and managing poor performance
- Dealing with the paperwork and action planning

Putting it all together

- Practical exercises and group work – planning and conducting effective appraisals
- Tool-kit of resources, tips and guidance to use in the workplace
- A personal action plan

Duration and venue

- One day delivered on site or local training venue

Support option

- Individual on going support to transfer learning to workplace

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