

An appraisal interview needs to provide a safe and controlled forum for effective communication between a manager and an employee. This highly participative event emphasises the need for planned appraisals and provides the delegates with the skills and knowledge to make best use of accurately addressing the question “How are we doing and where are you going?” The focus of the event is:

- Understanding the need for and the benefits of a planned appraisal
- Balancing actual performance with feelings, opinions, prejudice or emotion
- Planning and managing the appraisal interview
- Identifying opportunities for performance improvement
- Techniques for effectively reviewing performance
- Review key performance indicators and set up a system of monitoring and taking responsibility for progress

## Who Will Benefit?

Those involved in, or preparing to, appraise others to sustain and improve the performance of others

## Course Outline

- Appraisal interviews: its definition and implications
- Collecting data on which to appraise; both numeric and behavioural
- The appraisal system and documents
- Planning the appraisal meeting
- The impact of body language on communication effectiveness
- Reviewing performance objectively
- Measuring competency against the job function
- Managing the appraisal with consistency and fairness
- Gaining understanding and agreement
- Delivering structured feedback
- Responding to negative feedback
- Dealing with difficult appraises
- Tactics and strategies for motivating others
- Establishing development needs and personal action plans
- Planning the follow up meetings
- Taking responsibility to ensure the appraise delivers against these plans
- Dealing with difficult appraises
- Practice and feedback

## Duration

1 Day

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