

STAFF APPRAISALS & PERFORMANCE MANAGEMENT COURSE

This course is for any manager with people management responsibilities who wants to understand what makes an appraisal effective and to identify question techniques and listening skills and their impact on the appraisal discussion along with improving their skills in managing under performance

OBJECTIVES	
<ol style="list-style-type: none"> 1. To identify the core principles that makes a performance management system effective 2. To identify the benefits to the individual and the organisation of effective appraisal discussions 3. To examine question techniques and listening skills and their impact on the appraisal discussion 4. To improve effectiveness in dealing with under performance 	
CONTENT	
<p>Effective performance management</p> <ul style="list-style-type: none"> ▪ What is performance management? ▪ How does performance management work? ▪ The tools of performance management 	<p>The benefits and importance of effective appraisal discussions</p> <ul style="list-style-type: none"> ▪ The benefits to the individual and the organisation ▪ The importance of effective appraisals ▪ Preparation is key to effective appraisal discussions
<p>The appraisal discussion</p> <ul style="list-style-type: none"> ▪ How to structure the discussion ▪ Effective questioning and listening skills ▪ How to give good feedback 	<p>Dealing with under performance</p> <ul style="list-style-type: none"> ▪ Identifying reasons for under performance ▪ Setting performance targets ▪ Formal and informal monitoring of performance