



4D Training

Appraisal Interview Skills

Who would benefit?

All managers and executives who are or will be involved in appraising staff.

Objective

It is vital that organisations make the most of the human resources available to them. An appraisal interview is a planned discussion between manager and member of staff to review progress, identify training needs and set objectives. Correctly handled, the benefits to the organisation are enormous. This course will enable delegates to practice the skills of researching, preparing and conducting effective appraisal interviews.

Content

- What is performance appraisal
 - Definitions and objectives
 - Specific aims
 - Benefits of an appraisal scheme
 - What an appraisal is not or should not be
 - Appraisal forms
- Preparing for the Appraisal Interview
 - Timing
 - Performance review
 - Employee expectations
 - Development
 - Environment
- Structure of Appraisal Interview
 - Introduction
 - Performance review
 - Assessment of future needs
 - Objective setting
 - Action plan
 - Summary
- Interview Skills
 - Qualities of a good interviewer
 - Setting
 - Non verbal communication
 - Questioning techniques
 - Effective listening skills
 - Pattern of interaction
 - Problem solving
- Following up the Appraisal Interview
 - Why follow up
 - Documentation
 - Actions
 - Monitoring
 - Review meetings

Duration

One day