



4D Training

Appraisal and Performance Review

Who Would Benefit?

This course is for anyone who appraises staff and wishes to improve their knowledge and skills in delivery.

Objective

Following this training course delegates will be able to manage the appraisal process. Understand how appraisal fits into the process of performance management. Use effective interpersonal skills during an appraisal. Set appropriate objectives. Prepare for an appraisal. Conduct an appraisal. Use coaching skills to facilitate learning in the workplace.

Content

- Key features of a performance management process
- The part Appraisal plays in a T&C Regulated environment
- Appraisal forms, system and documentation
- Competencies
- SMART Objectives
- Appraisal and its links to the business plan
- Preparing for and conducting effective appraisals
- Film 'Revelations'
- Skills practice with feedback
- The role of coaching – practice and feedback
- Handling performance problems – constructive criticism
- 360 degree appraisal

Duration

One day

Associated Courses

Emphasis on a different type of interviewing is given on the course 'Selection and Interviewing Techniques' for those who need to recruit as well as appraise. This course is also a useful though not essential pre-requisite for 'Coaching and Mentoring'.