

Overview

An effective and well delivered appraisal system can have a dramatic effect on the productivity of employees. Without it people can become de-motivated, apathetic and defensive. This course reinforces the power of a positive appraisal which is designed to make an employee feel invested in and comfortable to share their views. It utilises a proven structure that covers how a manager can gain rapport & trust, provide positive feedback for on-going development and manage any potential change with professionalism ease.

Who is it for?

This is a necessary course for line managers, senior managers and team leaders who need to achieve positive results and changes in behaviour from an appraisal process.

Course content to include...

- Purpose and benefits of effective appraisals
- Effective appraisal structure and varying methods
- Selling the value of the appraisal process internally
- Defining key performance standards, roles & responsibilities
- Gathering performance evidence throughout the year
- Setting, assessing and monitoring performance progress
- Coaching skills to aid individual development
- Effective questioning & listening techniques
- Delivering constructive feedback
- Being able to motivate and gain employee buy in
- Setting clear & achievable objectives using SMART
- Identifying training and development needs

By the end of the course learners will be able to...

- Understand the importance of the appraisal process in developing & motivating staff
- Design & structure an effective appraisal
- Use appropriate communication skills to gain the most from their staff during an appraisal

"Such a useful and worthwhile course to develop and support staff."

