

## Effective Appraisals

### Overview

Appraisals are a vital to the successful running of any organisation. When conducted successfully, the appraisal process can motivate staff, decrease staff turnover and improve results.

This one day course focuses on equipping delegates with an understanding of the processes of preparation, appraisal, feedback and monitoring. It provides support to develop the crucial skills, techniques and strategies to allow managers to implement effective appraisal systems.

### Target Group

This course is aimed at managers and senior staff within any organisation who are new to conducting appraisals.

### Objectives

By the end of this course, delegates will be able to;

- Effectively plan and prepare an appraisal
- Demonstrate the key skills in conducting a successful appraisal
- Identify individual and organisational objectives
- Understand the importance of effective communication techniques
- Implement monitoring and review systems
- Identify relevant training and development needs

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- **Appraisal systems**
  - The purpose of appraisals
  - Types of appraisal system
  - Benefits of effective performance appraisal
  - Resistance to appraisal
  - Measuring performance
- **Planning and preparation**
  - The environment
  - Understanding the individual
  - Support material
  - Observing behaviour
  - Determining objectives
- **Conducting the Appraisal Interview**
  - Setting SMART objectives
  - Confidentiality
  - Equal opportunities
  - Handling difficult situations
  - Communicating effectively
  - Dealing with poor performance
  - Evaluating and giving feedback
- **Monitoring and reviewing**
  - Information gathering
  - Conducting reviews

### Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.