

Appraisal Skills

Duration: 1 Day

Maximum 12 delegates

About the course

An effective appraisal system contributes to the effective running of a business ensuring staff develop and realise their potential. It also helps managers ensure work is carried out to the correct standard, within accepted time frames and that customers are treated fairly. This course helps delegates understand the importance of the appraisal process and makes them better able to conduct an open and constructive appraisal interview that leads towards appropriate management of competence and performance.

Who should attend?

This course is designed for managers and supervisors who are new to competence and performance based appraisals or those who have some experience and would like to brush up on existing skills.

Course Objectives

By the end of the course the delegates will:

- understand the importance of assessing competence
- be able to conduct an effective appraisal interview
- understand how to approach performance and competence assessment
- be able to agree and review measurable performance objectives
- understand how to identify training and development requirements

Course content:

- a review of participants' objectives. The outcomes we may expect from the appraisal interview. The contribution of appraisal to an effective business
- conducting an effective appraisal interview. Understanding the importance of assessing competence. The approach to monitoring and assessing competence
- preparing for the appraisal. Preparing our staff for the appraisal interview. A look at the structure of the appraisal interview
- developing the skills to conduct effective appraisal interviews. Performance and competence assessment. Active listening and questioning techniques. Dealing with competence issues
- understanding how to agree measurable and specific objectives. A look at the review process and how success might be measured
- improving and maintaining competence. Identifying the appraisee's development needs and establishing the desired outcomes. Training and development solutions
- action session