

Conducting Appraisals in a Regulated Environment

Duration: 1 Day

About the course

This course will help delegates understand the aims and objectives of appraisals from a business and regulatory point of view.

The course involves role-play so that delegates can practice in a “safe” environment.

Who should attend?

Managers/Supervisors/Team Leaders or anyone responsible for conducting an appraisal

Course content

- the purpose and benefits of appraisals
 - motivation and development
 - aims, purpose and objectives
 - performance management
 - skills management
- regulatory requirements
 - competence of appraisers
 - competence and performance in general
 - acquisition and understanding of knowledge
 - applying knowledge in a practical way
 - internal referral and supervisory procedures
- effective preparation
 - gathering information/evidence
 - using competence profiles
 - creating the right atmosphere
- appraisal skills
 - questioning techniques
 - probing and listening skills
 - handling resistance/indifference
 - identifying and handling areas of concern
- setting targets
 - agreeing meaningful targets
 - sticking to targets
 - establishing and agreeing a training plan
 - follow-up
- completing the paperwork

