

Performance Management



Most organisations recognise the need to use their people in the most effective way. Consequently the performance appraisal process has been around for a long time, but not necessarily conducted properly or fairly. This programme is ideal for individuals, who as part of their responsibilities, need or want to conduct appraisals.

Module Aim

This programme's aim is to provide individuals with the practical tools, knowledge and skills to be able to conduct a fair, effective and constructive appraisal with their staff.

Module Objective

On completion of this Training Module trainees will be able to:

- Conduct a fair appraisal with their staff
- Set targets, goals and objectives for staff for the following year
- Evaluate staff's performance on a daily, weekly, monthly and annual basis
- Give feedback in a constructive manner to staff
- Understand the process and reasons why a performance appraisal may be necessary
- List the benefits of performance appraisals

Subject areas covered include:

- Legislation
- Communication Skills
- Review of Performance Appraisal document
- Preparation by both the manager and employee
- Conduct of the performance appraisal interview with emphasis on questioning, control and structure
- Discussion and questioning areas in relation to past performance and future progress and development
- Goal Setting, targets and gaining commitment
- Giving feedback (both negative and positive)
- Finishing on a positive note with your set objective achieved
- Administration and record keeping

Comprehensive training notes are supplied

NOTE: Our training philosophy is to use a practical, hands - on approach. There is an emphasis on participant involvement, and delegates will learn how to review past performance, set specific targets and objectives, and learn to conduct an effective performance appraisal within legislative guidelines.



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