



Appraisal & Performance Review

Who should attend?

This course is suitable for anyone reviewing an individual's performance or who carries out appraisals within their team.

Course Aims & Objectives

The purpose of this course is to look at the different approaches and techniques in holding a successful performance review in a productive and positive manner.

By the end of this course delegates will be able to:

- Feel confident in reviewing individual performance
- Identify training needs
- Maintain structure and deal with difficult situations
- Set realistic objectives
- Understand the importance of documenting all important information
- Devise a plan of work that can be implemented into their job role

Course Outline

- Introduction
- Benefits of Performance Reviews
- Preparing for a Review
- Listening, Questioning and Summarising
- Dealing with Conflict
- Dealing with Difficult People and Avoiding Pitfalls
- Giving Constructive Feedback
- Maintaining Structure
- Setting Objectives
- Appraisal Documentation
- Action Plan

Certification

Certificates of attendance will be awarded to delegates upon completion of the course.

Duration

1 Day

Location

We can offer courses on company premises for a maximum of 12 delegates or upcoming open courses in your local area.