

Appraisal Skills

Learning Objectives

“So how am I doing?” This is a question we all need the answer to. People like to have the opportunity to discuss their work, and other topics related to their performance and achievement in the job. A “formal” appraisal interview gives this opportunity, and is good, sound management practice.

This 1 day course shows the steps involved in achieving a positive result from the appraisal process. Starting with understanding the benefits of appraisals, through the preparation phase to the actual interview. Delegates will have the opportunity to practice these skills and relate them to their own working environment.

Pre-Requisites

Anyone within an organisation, who currently has, or will have in the future, responsibility for carrying out, or monitoring appraisals.

Topics:

Introduction

- Course content
- How am I doing?
- What is an appraisal

Benefits of Appraisal

- To the Individual
- To the Manager
- To the Organisation

Preparation

- You are under review
- Timing
- Reviewing performance not personality
- Expectations
- Gathering feedback
- The location

Conducting the Interview

- How does the appraisee feel
- Agenda
- Use of questions and probes
- Communication skills
- Their thoughts before yours
- Agree a plan of action

The Paperwork

- Appraisal preparation form
- Performance appraisal form
- Personal assessment checklist
- Notes

Exercises

During this course the delegates will be encouraged to participate in the group discussions and pre-planned role-plays

Each delegate will complete a personal action plan, for their use within their own organisation.

Addenda

- Typical faults of interviewers
- Checklists
- The “paperwork”