



Appraiser training course outline

Performance appraisal is at the heart of the effective leadership demonstrated by your managers. Conducting effective performance reviews enables your managers to identify how well their staff are performing and also identify their priorities for the future. Performance appraisal should have a powerful motivational effect for the individual being appraised - a chance for them to get some feedback, receive rewards and plan for the future.

The course focuses on giving delegates key skills to make the performance appraisal process a successful and positive one, and can be tailored around your own appraisal system.

1. Introduction to appraisals

- The features and benefits of the appraisal process
- Common problems with appraisals

2. Preparation for the first meeting

- Preparing yourself and the appraisee

3. Appraisal skills

- Establishing rapport
- Motivating the appraisee
- Giving constructive feedback

4. Reviewing performance

- Management by objectives
- Reviewing evidence and agreeing outcomes
- Evaluating performance and giving ratings

5. Managing performance

- SMART objectives
- Creating an environment for success
- Monitoring performance

6. Personal development planning

- Balancing individual and organisational objectives
- SMART personal development objectives

7. Ensuring effectiveness of appraisals

- Follow-up
- Communication of outputs
- Managing disagreements

8. Putting it into practice