

Making Appraisals Work

Learning Objectives

By the end of this programme, you will:

- ◆ understand how the organisation's Appraisal Scheme works;
- ◆ be able to plan and conduct effective appraisal and review meetings;
- ◆ be able to set clear SMART targets;
- ◆ be able to plan effective development using a range of methods;
- ◆ be able to give effective feedback to raise and maintain work performance;
- ◆ have established an action plan to improve your skills.

Programme

0915

Assemble over coffee

0930

Introductions and course objectives

Understanding appraisal and performance management

Successful Appraisal - 5 key elements

- Preparation
- Environment
- Structure
- Conduct
- Output

Exploring the Appraisal Scheme

Motivation matters

Lunch

Questioning technique

Positive Communication and maintaining rapport

Planning effective staff development

Setting SMART targets

Giving and Receiving Performance feedback

Follow-up: 'walking the talk'

Course review and action planning

Course evaluation and close

1630