Performance Appraisal Skills Course

Duration: Half day
Delegate No: Min 3, Max 12
Times: 09:30 - 12:30 or 13:30 - 16:30

Target Audience

- For line managers and supervisors who have a responsibility for managing the performance and conduct of others at work.

Course Aim

- This training will help embed a consistent approach to performance appraisal discussions within the organisation. Participants will acquire the critical knowledge and skills to undertake performance appraisal discussions with their direct reports.

Course Objectives

By the end of this half day training course, the participants will be able to:

- Explain the best approach to conducting performance appraisal meetings.
- Set and write SMART performance objectives.
- Give constructive and motivational feedback.

Pre-Course Work

- In order to make optimum use of time on the day participants are asked to undertake a short piece of reading on performance management and the principles of effective performance appraisals.

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Course Outline

09:30  Welcome and introduction
       - Course objectives and outline for the day
       - Domestic arrangements and style of programme
       - Facilitator presentation and personal introductions

09:50  Structuring and conducting the appraisal meeting
       - Structuring and introducing the meeting
       - Identifying the key skills needed
       - Evidencing performance
       - Demonstration/presentation, paired exercise and facilitated group review discussion

10:25  Setting SMART Objectives
       - Objective setting process
       - Communicating performance objectives
       - Writing SMART performance objectives
       - Presentation, the ‘shoot out’ exercise with facilitated group review, paired written practice and group discussion

11:00  Coffee

11:15  Giving and receiving feedback with the appraisal
       - Presentation, paired and small group exercises, and facilitated group discussion

11:45  Performance Appraisal Documentation and Follow Up
       - Reviewing internal performance appraisal documentation
       - Providing follow up to the appraisal and frequency
       - Preparing for the performance appraisal meeting
       - Review of documentation, group discussion and preparation checklist

12:15  Review and next steps
       - Review of learning and action planning
       - Course feedback

12:30  Close

“Well presented with engaging, relevant and creative exercises. Well worth a day out of a busy schedule!”
Country Manager,
HTC Europe

“Very engaging. Practical examples. Good knowledge transfer and empowerment. Mel has done an excellent job”.
Iliza Malkolin,
Head of Finance,
KUSCO

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