Performance Appraisal Course

Duration: One day
Delegate No: Min 3, Max 12
Times: 09:30 - 16:30

Target Audience

- This course provides appraisal skills training for team leaders and line managers who have a responsibility for managing the performance and conduct of others at work.

Course Aim

- To help participants acquire the critical knowledge, skills and confidence to undertake effective performance appraisal discussions with their direct reports.

- The training will also help delegates' improve the performance of their direct reports through the effective use of the performance management process.

Course Objectives

By the end of this one-day training course, the participants will have:

- State the core principles and benefits of effective performance appraisals.
- Set and write SMART performance objectives.
- Review the appraisee's performance and clearly summarise the agreed level of performance.
- Give constructive and motivational feedback.
- Hold structured conversational performance appraisal meetings.

There is something that is much more scarce, something rarer than ability. It is the ability to recognise ability.

Robert Half
Course Outline (Morning Session)

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

09:50  Principles of effective appraisals
  - Performance management, the tools and their benefits
  - Principles of effective performance appraisal discussions
  - Organisation's performance appraisal process
  - Quiz or speed chatting, revolving flipchart exercise, presentation, group discussion

11:00  Coffee

11:15  Setting SMART Objectives
  - Objective setting process
  - Communicating performance objectives
  - Writing SMART performance objectives
  - Presentation, the 'shoot out' exercise, group review, paired written practice

12:00  The appraisal meeting
  - Structuring and introducing the meeting
  - Identifying the key skills needed
  - Evidencing performance
  - Demonstration/presentation, paired exercise and facilitated group review

12:30  Lunch

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

"Very good interactive course. Really relevant".
James Attenborough,
Team Leader,
Chartered Insurance Institute
### Course Outline (Afternoon Session)

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| 13:15 | Appraisal skills  
- Questioning, listening and giving feedback  
- Presentation, paired and small group exercises, and facilitated group discussion |
| 14:15 | Practicing the key skills in conducting an appraisal  
- Each participant takes the role of appraisee, appraiser, observer using a checklist  
- Practice sessions in trios with group learning review and discussion |
| 15:00 | Tea |
| 15:15 | Practicing the key appraisal meeting skills (continued) |
| 15:30 | Performance Appraisal Documentation & 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 |
| 16:15 | Review and next steps  
- Review of learning and action planning  
- Course feedback |
| 16:30 | Close |

### The training will be supported with:

- An optional participant pre-course questionnaire and reading.
- A colour printed workbook with tips, techniques and space for personal notes.
- An optional performance guide summarising the key points.

### Client reviews

⭐⭐⭐⭐⭐ 4.7/5 stars from 30 reviews on [Freelindex](#) and [Google](#)