



“PULL YOUR SOCKS UP!”

How to tactfully, persuasively and effectively improve staff performance through reviews and appraisals.

This one-day course brings to life the benefits of effective performance reviews and appraisal meetings. It is designed to provide you with the skills needed to identify, manage and improve employee performance. Role-play exercises, with feedback from fellow delegates and the trainer, will be a feature of the course and delegates will be encouraged to share real life experiences and examples from their place of work.

WHO SHOULD ATTEND?

This course is ideal for individuals who manage employees, particularly where they are required to carry out staff reviews and appraisals and are looking to build their confidence and effectiveness in this area. It is suitable for newly promoted managers and managers who have some experience of performance management and appraisals, but lack formal training or require a refresher. In order to focus on development needs, delegates are asked to think about the documentation currently used before, during and after appraisal meetings in their current workplace.

LEARNING OUTCOMES

- Knowledge of key employment legislation in this area
- Ability to identify poor performance
- An understanding of the tools needed and benefits of reviews and appraisal meetings
- Skills to confidently plan and prepare for a successful meeting
- Skills for improved communication and for being fair and consistent with all staff
- Improved listening skills and knowledge of how to tackle performance issues effectively
- How to show empathy and inspire and motivate staff to perform better
- Setting SMART objectives
- Knowledge of how to remove an employee who fails to satisfactorily improve their performance

BENEFITS OF ATTENDING

- An engaged and skilled workforce enjoying greater job satisfaction, motivation and morale
- Increased productivity and efficiency
- Reduced attrition / employee turnover
- Improved risk management in potentially highly litigious areas such as unfair dismissal and discrimination

COURSE CONTENT

Recognising Poor Performance

- Understanding poor performance
- How to identify poor performance
- Indicators of poor performance

The Importance of Staff Appraisal and Review

- The purpose and benefits of appraisals and reviews
- Aligning appraisal reviews with organisational success
- Defining the barriers to effective appraisals and reviews
- Understanding your role and responsibilities as an effective appraiser

Effective Planning & Preparation for the Appraisal or Review

- Gathering the information you need to draft an appraisal plan
- Understanding the importance of the organisation's competencies for staff appraisal and development
- The importance of fairness and equality in the application of the system
- Gathering supporting evidence and data

The Appraisal / Review Meeting

- Establishing open and honest communications
- Questioning and listening skills
- Planning and conducting a structured, balanced and participative discussion
- Reviewing current and previous performance
- Providing clear, specific and motivational feedback
- Overcoming resistance and handling uncooperative individuals

Managing Performance

- Identifying the causes of poor performance
- Addressing issues of poor performance confidently
- Setting SMART objectives
- Scheduling regular review
- The options when managing performance during the first two years of employment
- Using formal performance management processes

COURSE DURATION / TIMINGS

1 day workshop

9.30am to 4.30pm

COST

£210 per delegate for existing EW clients

£230 per delegate for non-clients