

“Manage and motivate your staff effectively, and achieve your organisation’s objectives!”

Companies view Performance Management and Appraisals as an essential management tool, but it is often mishandled or not employed at all! This course shows you why Performance Management and Appraisals is done and how to carry it out effectively. You will be more motivated and at ease using the process and techniques learned in the course, which is an ongoing process for helping your people develop themselves in their day-to-day performance.

This course will show you how to set and track goals jointly with your employees to meet corporate and personal objectives, how to exercise performance appraisals, how to give honest feedback, coach effectively, and support team members to accelerate their performance.

Objectives

- Use the most effective approach for planning, developing and reviewing performance
- Eliminate stress in conducting appraisals, so that you can concentrate on setting joint objectives, measuring progress and getting the objectives of your organisation accomplished
- Bring out the very best in your staff and maximise their performance
- Learn the techniques for monitoring and coaching your staff on a daily basis
- Conduct regular, effective performance appraisals

Who Should Attend

Managers, supervisors and HR executives who have responsibility to formally appraise staff performance

Key Topics

Why have Performance Management?

- Purpose and benefits of Performance Management
- The Performance Management framework

The Appraisal Process

- Appraisal procedures
- Setting objectives and measurements
- Assessing performance
- Identifying developmental plans

How to prepare for the Appraisal

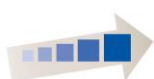
- Areas for preparation
- Employee self-appraisal and preparation made by both appraiser and appraisee
- Writing the annual review

Performance Review Discussion

- The Discussion Plan
- Communication skills required: questioning, listening and use of language
- Guidelines for conducting on-going coaching, observation and giving feedback
- Behavioural versus judgmental feedback

Dealing with Performance Issues

- Reconciling performance conflicts
- Handling performance review issues
- Ways of improving/ enhancing performance



We provide services in **Leadership & Management** and other areas of training and development.