

# CONDUCTING EFFECTIVE PERFORMANCE REVIEWS



## Workshop Overview

This workshop is to help managers who have to conduct performance reviews or appraisals. This training course will show you what makes a good appraisal and aims to remove some of the myths surrounding the process. It focuses on the identification and use of the various skills needed to conduct good appraisal interviews and aims to get past the mind-set of the appraisal being an annual review around filling in paperwork.

Performance appraisals involve one of the most emotionally charged activities in the workplace: assessing a person's contribution and ability. The outcome of these assessments can strongly impact an individual's self-esteem and subsequent performance. Poorly delivered feedback demoralizes employees, damages workplace trust and increases turnover. Given such consequences, why do we often assume that supervisors and managers innately possess all the skills necessary to coach and mentor their employees?

## Who is it for?

This one-day workshop is for anyone who has responsibility for the appraisal process or who has to deliver performance reviews. If you have yet to embark on an appraisal system, then this workshop is ideal to clarify what is needed to make the process work effectively.

Delivery is through a mixture of methods and involves delegates working in group exercises and discussions. Training is practical and interactive.

## Aims & Objectives:

This one-day workshop covers the entire appraisal process and you will learn everything from preparing, conducting and following up after the appraisal.

Summary of workshop includes:

- Having a better understanding of the whole appraisal process
- How to make the process engaging
- How to ensure that it is not simply an annual 'tick box' process
- Why have an appraisal system and the benefits
- The importance of ongoing performance management
- The spirit of appraisal systems
- The skills needed to conduct a good appraisal discussion
- Setting objectives
- Using questioning techniques to give feedback
- How to handle difficult conversations and defuse conflict
- Making the whole process a positive experience

\*\*This workshop can be fully customised to an organisation's needs and specific requirements

*Our training sessions can be delivered on-site or in our training facilities.*

*Each learner will receive a certificate of attendance and course packs to take away.*

For more details and booking please **CONTACT US**

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Learning Additional & New Employment Skills

