

Appraisal Skills for Professionals

Course Description

This workshop is designed to enable leaders and managers to effectively appraise staff and ensure personal development of their subordinates. It will allow delegates to plan appraisals and make sure they achieve their purpose. It will also help delegates to ensure that appraisal becomes an ongoing part of the work culture and not a once or twice a year exercise.

Course Overview

- The benefits of appraisals to the company, the managers and staff members
- The role of appraisals within a performance management system
- Preparing for the appraisal
- Conducting the appraisal itself
- Following up the appraisal programme
- Role play to explore challenging situations

Course Content

Preparing for the Appraisal

- Logistics – where and when are you going to do the interview, room layout, off-site or in the office, etc
- Gathering information – previous appraisal notes, examples of good and poor performance, customer/colleague feedback, strengths and development areas
- Preparing the appraisee
- Giving enough notice
- Consider future objectives and targets
- Consider possible training and development needs

Conducting the Appraisal Itself

- Interview structure
- Creating rapport with communication skills – voice, body language, eye contact, etc
- Offering feedback constructively
- Reactions to feedback
- Getting the appraisee to open up – questioning and listening skills
- Personal performance outside of specialist skills of the individual
- Note taking
- Looking forwards as well as reviewing past performance – objective setting

Following up the Appraisal Programme

- 1– 1 meetings throughout the year
- Monitoring performance against objectives – use the paperwork as a working document
- Continuous feedback
- Delivering promises, e.g. training requests
- Personal learning and development plans

Trainer	Donna Shoemith MInstLM & CiTP Accredited Donna Shoemith is an accomplished training and business consultant, with a passion for developing people and businesses. Professional and highly motivated with excellent communication and interpersonal skills, she ensures effective and professional relationships are built with all levels of staff. She is committed to providing highly effective training and development supported by personal, and dedicated, delegate support. She is accredited by the Institute of Leadership and Management to deliver training for and assess candidates of nationally accredited management qualifications.
Duration	1 day
Date	27th September 2010
Time	9.30 am – 4.30 pm
Venue	IMC Training Rooms, 16 St Clare Street, London EC3N 1LQ
Fee	£225.00 +VAT (including refreshments and buffet lunch)
Bookings	To reserve a place on this course please contact Tony Gregory Telephone: 020 7481 9070 or email: tony.gregory@imc-seminars.com