



## MANAGEMENT AND LEADERSHIP

# Looking forward...

### Conducting appraisals which enhance performance

Too often appraisals are an annual event dreaded by managers and staff alike. Awkward, formal, little more than a box-ticking exercise. But used constructively as part of a performance management programme they should be an opportunity to encourage staff by your concern for their motivation and career development. And to agree a clear plan for what they need to do to enhance their performance with your support.

### Who is the workshop for?

Supervisors and managers responsible for conducting performance appraisals.

### What can I learn?

- Learn how effective performance management can help you as a manager, and benefit your staff and your organisation.
- Find out how to follow the five steps involved in successfully managing performance:
  1. Set clear objectives
  2. Monitor and support progress
  3. Give effective feedback – positive and negative
  4. Document performance on an appraisal form
  5. Conduct performance appraisal discussion
- Set the right climate for an appraisal discussion and manage the discussion fruitfully.
- Improve your skills in running an appraisal discussion, even when the unexpected happens.

### What can I expect?

Participants assess and improve their own skills through discussion, activities and role-plays. The Scott-Bradbury DVD 'Feedback: Fixing performance problems' may be used to introduce key concepts. Small group size facilitates in-depth discussion, active participation and individual feedback. Close consultation before the course ensures it is tailored to your organisation's performance management system.