

Management Development

Appraisal Skills

Trainer: Jon Lavin

Course Summary

This one-day workshop aims to increase attendee's awareness of how to get the best out of their appraisal system. It focuses on the identification and use of the various skills needed to conduct good appraisal interviews and aims to get past the mindset of the appraisal being 'the paper work'. It will also look at the issue of process

What you will learn

- Why have an appraisal system and the benefits for everyone
- The importance of ownership of the process and its parts
- Preparing and timetabling the appraisal discussion
- The skills needed to conduct the appraisal discussion
- Handling performance through setting appropriate objectives
- How to move forward on the basis of mutually agreed areas
- How to handle difficult situations and defuse conflict
- The importance of finishing on a high

Who should attend?

This is for anyone who has ownership of the appraisal process or who has to deliver appraisals. As it covers the skills needed and gives practice in them, it is ideal for anyone who will have to deliver appraisals shortly after the workshop

PLEASE NOTE: Please bring some real examples of issues you might be facing when doing your appraisals to work on during the day.

About the trainer

Jon Lavin is a highly skilled people developer whose aim is to develop the effectiveness of people at all levels in businesses. He makes full use of his interpersonal skills based on Transactional Analysis and Neuro-Linguistic Programming. Jon's philosophy is to work co-operatively with people in finding their own solutions to what works best for them.

11.08.09	Regus, Exeter
29.09.09	Regus, Exeter
20.10.09	Carlyon Bay Hotel, St Austell
27.10.09	Lyngford House, Taunton
27.01.10	Buckerell Lodge Hotel, Exeter
16.02.10	Lyngford House, Taunton
24.03.10	Carlyon Bay Hotel, St Austell
11.05.10	Buckerell Lodge Hotel, Exeter

Workshop Timetable

9.00am	Welcome & Introduction Outlining the agenda for the day Agreeing key areas to focus on Looking at individuals wants and needs
9.30am	Why have an appraisal process? The format of a typical appraisal sheet Focusing on the real purpose of appraisals Appraisals as a 2-way process giving and receiving feedback Looking at the impact of appraisals on business success The cycle of events of a typical system What's in it for whom? Looking at appraisals as a motivating and development tool The importance of buy-in from key people in the business 'The process is not the paperwork' – the spirit of appraisals 'Selling' the process to the appraisee
10.45am	Break
11.00am	Preparation is the key Timings, documentation and the place Identifying the key skills we need as appraisers Planning the structure Behaviour not the person Some skills practise
1.00pm	Lunch
2.00pm	Conducting the performance discussion Objective setting – the importance of stretching and motivating Handling tricky appraisal situations More appraisal skills practise
3.15pm	Break
3.30pm	Follow up and review
4.45pm	Close

Workshop Cost

£159.00 + VAT