

Workshops 1 day | Price: £219 + VAT

MANAGEMENT EFFECTIVE CONTINUOUS PERFORMANCE CONVERSATIONS (APPRAISAL SKILLS)

Overview of course

This one-day workshop (formerly called "Appraisal Skills") is to help any manager or supervisor who holds performance conversations with their employees. This includes regular 1:1 performance conversations, planning and objective/target setting, development planning and more formal performance based discussions as part of an appraisal system.

This training course will showcase what it takes to make discussions with employees about their performance and progression a more positive and productive experience. It will explore the current thinking and evidence around the benefits of a continuous and strengths based approach and focus on developing and practising the critical skills for engaging employees in effective and motivating conversations.

The approach will be primarily to hone and improve skills around careful listening and questioning as well as providing feedback within the context of an individual performance discussion.

In addition, the sessions will cover the importance of linking individual performance with the wider plans for the organisation and also to individual and organisational development plans.

This session aims to get past the mind-set of the old style 'appraisal' being an annual review process around filling in the paper work and instead will promote the benefits of regular and ongoing performance, target or goal setting and feedback conversations as a means by which to encourage, motivate and recognise great performance and individual contribution.

This is for anyone in a line management or HR role who has responsibility for holding performance and/or feedback discussions with employees. It acts both as a skills refresher and reminder of good practice for those with some experience and also as an introduction for those who haven't conducted formal performance conversations previously.

As it covers the skills and practical experience, it is ideal for anyone who will be conducting performance, objective setting, development planning and/or feedback conversations with employees shortly after the workshop.

If you are intending to implement a new or update an existing performance management system, it will help to clarify what you will need to consider in order to make the process work effectively.

BENEFITS OF THE COURSE

By the end of the session you will feel....

.....that you recognise the individual and companywide benefits of a well-structured and planned appraisal process. You will feel equipped to handle performance reviews in a sensitive and professional way.

Other people like you who attended this course commented:

- "Another excellent session with lots of useful information and good team exercises with useful suggestions and ideas."
- "I really enjoyed today and I am confident it will help me complete my appraisals and general day to day development of my staff"

You will learn about the current thinking and benefit of a positive, continuous and strengths based approach to performance conversations. You will come away with a better understanding of the key skills for conducting more effective and more frequent performance conversations and how to make the experience engaging and worthwhile.

You will be able to use the approach to align performance conversations with wider organisational needs and plans, and to move away from an annual “tick box” exercise.

You will have the opportunity to practice preparing and conducting performance conversations. Advice and techniques will be shared on how to give feedback and encourage a positive change in performance in a constructive manner.

Course Content

- Why hold performance conversations? How do these fit in? What is the purpose?
- The benefits of Continuous vs. Annual Performance Management systems
- The performance benefits of focusing on strengths and successes as an aid to motivation
- The key skills for holding effective performance conversations: Listening & Questioning Skills
- The importance of setting goals or objectives – giving a focus for performance
- Providing meaningful feedback - recognising and appreciating good performance and giving guidance and direction on where there needs to be a change
- Making the whole process a positive experience

Who is the trainer?

Jo Redgrave

** This workshop can be booked as a one-off course, or as part of our ILM recognised [Effective Team Leadership Programme](#).

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- [Supervision Skills](#)
- [Emotionally Intelligent Leadership](#)
- [Essential HR for Managers](#)
- [Mastering People Management](#)

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COURSES

15th October 2019
Compton House, Exeter

12th November 2019
St George's, Bristol

This course is also available in house.