

Employee Appraisal



Programme Aim

- This programme is designed to develop the skills and understanding among managers, team leaders and HR representatives to set up / develop performance management systems within their organisation's and also to develop their skills in managing performance.

Programme Overview

- To analyse performance management systems
- Identify benefits of good performance management systems
- To develop SMART goals in accordance with organisational goals
- To identify attributes needed to conduct appraisal interviews
- How to deal with conflict during appraisal interviews
- Practise appraisal interviews
- How to manage job performance on many levels
- Tools needed to effectively manage performance

Programme Outline

Performance Management Systems

- Introduction to performance management
- The benefits of a good PM system for managers, employees and the organisation
- Considerations for the setting up of a performance management system
- Set departmental and individual SMART objectives based on the organisational objectives

Cont.





Programme Outline cont.

The Appraisal Interview

- Communications and soft skills development - assertiveness, active listening, feedback, influencing and negotiating skills
- Guidelines for the appraisal interview
- Dealing with conflict

Managing Performance

- Dealing with various performance levels & improving performance
- Job analysis and job descriptions for an effective performance management system
- Training to aid performance and the achievement of objectives
- Training plan and training records

