

## Conducting Effective Performance Appraisals

### Overview:

Organisations use a number of programs to attract and develop a productive, flexible and motivated workforce. In performance management, formal systems for managing motivation and performance include performance appraisals, career development, training, mentoring and coaching. Informally, managers deal with both high performing and low performing employees everyday.

Potentially the performance appraisal can contribute to improved job satisfaction, work quality, motivation and better overall employee retention.

By the conclusion of this course students will feel more confident in their ability to make the performance appraisal of their staff a transparent and fair experience.

This program will address the key aspects of managing workplace performance, both formal and informal.

After completing this course, participants will know how to:

- Implement a procedure for linking organisational and individual objectives
- Formulate goals to improve the work effectiveness of both individuals and teams
- Conduct a performance appraisal
- Utilise strategies for managing high performers
- Recognise performance problems that warrant immediate intervention
- Identify the cues that indicate a performance management intervention
- Provide feedback to poor performers
- Manage formal performance processes
- Manage informal performance feedback

**Designed for:** This course is suitable for managers.

**Duration:** 1 day.

### Content:

#### Understanding performance

- Benefits of improved performance management
- The role of performance management in the organisations

#### Performance appraisals

- Formal performance appraisals
- The performance management cycle
- Exceptional performance vs poor performance

#### Before the performance appraisal/review

- Manager's responsibility
- Employee's responsibility
- Approaches to performance management
- Performance appraisal checklist
- The performance management continuum
- Developing individual performance goals
- Linking strategic and operational plans to individual performance management

#### During the performance appraisal/review

- Increasing productivity, motivation and learning
- Setting targets
- SMART objectives
- Negotiating and coordinating learning and development plans
- Beneficial feedback
- Feedback steps

#### After the performance appraisal/review

- Keeping things moving
- Ensuring goals are met
- Reviews and measures

#### Poor performance

- Situations for performance management
- Managing diminished performance
- Formal and informal performance management

#### Exceptional performance

- Recognising and rewarding performance excellence
- Talent management

#### Planning to apply new learning



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