

Conducting Effective Performance Appraisals

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no. 127-26

Duration 1.00 day(s) | 6:00 hours ¹

Website link <https://pmctraining.com/training/conducting-effective-performance-appraisals/>

Motivate, Recognize and Align Your Staff

Most people hate performance appraisals. They think they are a waste of time and just try to get them over with. At their worst they can demoralize staff and damage relationships. It doesn't have to be that way. When done right, PA's are an enabling tool that operates at the center of your management practices. They help to recognize and reward staff. They set operational and competency development directions for the coming year. They serve as the framework for coaching, mentoring and feedback throughout the year. When done right, they save time, add value and create accountability in all the right places.

Learning outcomes

At the end of this workshop, you will be able to:

- Prepare performance appraisals
- Deliver performance appraisals
- Integrate performance appraisals into daily management practices

Workshop topics

Current Reality

- Identify common perceptions of PA process
- Identify desired results of PA process
- Identify challenges and opportunities in the PA process

Forms and Process

- Explore various forms/processes with strengths and limitations
- Examine various ranking systems with strengths and limitations

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Identify link between PA and compensation with strengths and limitations

Goal Setting

- Mutually agreed success criteria tool
- STARK tool – skills, time, attitude resource and knowledge gaps
- Career development plans and coaching framework

Feedback – Giving and Receiving

- Constructive vs. critical feedback
- Supportive vs. positive feedback
- DONE preparation and communication tool

Emotions

- Dealing with highly sensitive people
- Know, do and feel language
- Replace defensiveness with curiosity

Performance Appraisal Conversation

- Preparation step by step
- Delivery step by step
- Follow up step by step

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Anyone who is responsible for delivering performance appraisals.