Effective Performance Management and Appraisals

Course Objectives

- Identify the purpose and benefits of performance appraisals
- Identify the elements and key success factors of performance management
- Set individual SMARTER objectives that are aligned with team, department and organisational goals
- Identify ways to provide constructive feedback and coaching throughout the year to support staff performance
- Develop a comprehensive and structured approach towards effective appraisal discussion that engages staff
- Understand and identify ways to address the concerns of appraisals by supervisors and staff
Methodology
Guided lectures, Interactive discussions, Skill Practice, Videos

Who Should Attend
Managers, Supervisors and Team Leaders who are responsible for the performance of their team members.

Course Duration
1 Day / 8 Hours

Pre-requisites
NIL

Course Outline
Do you dread conducting appraisal sessions? Do you find them to be a time-wasting and paper filling exercise? Performance Management starts with setting SMARTER objectives that staff are committed to. Through constructive feedback, coaching and appraisal discussions, supervisors can support their staff to achieve these objectives. Effective performance management ensures staff are motivated and engaged to achieve high performance. This creates a win-win outcome for staff, management and organisation.

- Elements and Key Success Factors of Performance management
- Concerns of appraisals by supervisors and staff
- The purpose and benefits of performance appraisals
- Reasons why people do not perform
- Set individual SMARTER objectives that are aligned with team, department and organisational goals
- Gain the commitment of staff in the achievement of work objectives
- Constructive feedback and coaching throughout the year to support staff performance
- Skills needed for effective feedback, such as questioning, paraphrasing and listening techniques
- A comprehensive and structured approach towards effective appraisal discussion that engages staff
- Avoid pitfalls in appraisals, such as halo effect, stereotyping
- Handling high, average and low performers effectively