

Performance Management and Appraisal Skills

Course Code

SSBS161

Duration

1 Day

Format

Classroom | Classroom/Virtual | Virtual

Overview

The overall aim of this workshop is to give participants an understanding of key skills necessary to effectively manage the performance of others. The course aims to give attendees a way of communicating consistently with their team members. For maximum impact, the workshop will be customized to deal with a comprehensive range of realistic scenarios highlighting key learning points for improved performance conversations.

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and role-play.

Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively manage the performance of others.

Content

Managing the performance of others through coaching and feedback

- Aligning performance to the organisational vision
- Why manage the performance of others?
- The performance appraisal meeting
- Types of feedback: Building and developing
- Effects of feedback on performance
- Informal and formal feedback
- Opening a performance discussion
- Setting goals and expectations
- Getting buy in to goals and expectations
- Effective communication
- Building trust, rapport, and empathy
- Feedback: The powerful conversation

Who Should Attend

This programme is designed for anyone who manages the performance of others.

Prerequisites

There are no prerequisites for this course.

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- Powerful questions
- Attentive listening
- Handling difficult feedback situations