

Course Outline - **Effective Appraisals**

Description:	When employees feel appreciated staff turnover decreases. Appraisals which are planned, structured and implemented effectively, allow managers to improve communications within their team and are able to improve on training and development plans.
Objectives:	Upon completion of the course delegates will be able to prepare for an appraisal, agree objectives, have the personal skills to ensure an effective appraisal, be capable of identifying training and support required and agree an action plan.
Pre-Requisites	No previous knowledge is required
Duration:	One or two days

Introduction

Why do we need appraisals and what makes them effective

Creating a Job Profile

Job purpose statements and job descriptions
Identifying the skills for the job

Setting Objectives

Determining key objectives
Matching skills with objectives

Measuring Performance

Understanding behaviour and performance requirements
Measuring performance and using the correct methods to measure
Feelings v facts

Conducting the Appraisal

Criteria based appraisals
Understanding individual personality styles
Effective communication
Evaluating and giving feedback

Development and Action Plans

Personal plans and how to evaluate them
Career development planning
How to deal with disagreement and conflict

Building on Loyalty and Team Spirit

Creating a caring programme
Outlining the big picture
Matching appraisals to business strategy

