



Conducting Employee Performance Reviews[®]

Professional Development Seminar

LEARNING OUTCOMES

- DISCOVER THE FUNDAMENTALS OF MANAGING EMPLOYEE PERFORMANCE PROCESS.

- LEARN HOW TO PLAN, PREPARE AND STRUCTURE A REVIEW, FOR MAXIMUM RESULTS.

- STRATEGIES FOR POSITIVELY CRITIQUING A TEAM MEMBER'S BEHAVIOUR OR PERFORMANCE WHICH HAS NOT BEEN "UP TO SCRATCH".

- BETTER UNDERSTAND THE REASONS BEHIND AN OUTWARD MANIFESTATION OF PERFORMANCE OR BEHAVIOURAL ISSUES.

The lifeblood of any organisation is the morale and momentum of its Employees.

Ken Blanchard, author of the best selling book, *The One Minute Manager* says, "Feedback is the breakfast of champions."

Research shows that more than 60% of employees do not fully understand how their work is evaluated. And studies have long recognised that insufficient performance feedback is one of the main problems of poor staff performance.

For the employee appraisal process to be effective, managers must clearly understand the performance appraisal process so that they can explain the expectations, provide positive feedback and offer ideas for improvement in an encouraging and respectful way.

Successfully *Conducting Employee Performance Reviews[®]* will provide you with the specific knowledge, skills, techniques and answers you need to communicate effectively. This 1-day management development program aims to take the stress out of undertaking Employee Reviews.

Packed with practical, relevant Case Studies and Role Plays, you will leave this seminar empowered to guide and encourage your people like never before.

You'll discover how to develop better rapport, ask thought provoking questions, listen actively and attentively and if required, successfully resolve inter-personal appraisal conflicts.

This course will help you improve your management and appraisal of staff performance.

- ✓ Apply motivational techniques to inspire staff
- ✓ Conduct diagnostic interviews and coaching sessions
- ✓ Conduct effective performance reviews
- ✓ Resolve difficult performance issues
- ✓ Develop Action Items for improved performance



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SESSION OUTLINE

The Real Value of Staff Appraisals

- Introduction
- The ultimate purpose of staff appraisals
Why many performance appraisal sessions achieve average results and what to do about it
- Case Study: The 20 year Gallup Study of staff performance and behaviour

Preparing For The Review Session

- An overview of the entire performance appraisal process
- How and where to gather documentation to confirm a team member's performance
- The essential guidelines for developing an effective written appraisal
- Creating an Individual Development Plan (IDP)

Conducting The Appraisal Review

- The most common review session mistakes and how to avoid them
The best time and location to conduct a performance review.
- How to set the right tone for your meeting
strategies to communicate openly and effectively, reducing
- Using Socratic questioning techniques

Review Session Problems

- Responding to potential employee reactions
- How to anticipate objections to a team member's review and how to prepare your responses
- Final strategies for conducting meaningful performance reviews
- Interactive role plays and exercises to reinforce what participants have learned



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, detailed training manual and reference material. In addition, participants receive password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

ON-LINE COACHING AFTER THE TRAINING

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to complimentary e-Coaching.

This unique coaching program can be undertaken 14 days after the initial training.

At the comfort of their desk and at a time which suits them, participants enjoy this coaching session which reinforces all that has been learnt at this development program.



CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



CONTACTING US

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