

Care and Candor : Making Performance Appraisals Work

Performance appraisal is a human resources management activity that allows you to stand back and take the time to observe the growth of employees based on the organization's environment, context and culture.

This program will address on how to use care, candor and collaboration during performance appraisals in order to empower employees toward achieving success for both themselves and our organization.

Key focus

1. The importance of a clear understanding of results, measurement criteria, objectives and performance levels expected of jobs;
2. The need to have accurate, objective and timely feedback to maximize employee performance;
3. How to write Personal development plans for employees in order to improve performance;
4. How to reinforce continuous improvement and teamwork, and which will motivate constructive behaviour.

Methodology

This course will be delivered through interactive lectures, role play, group discussion, experiential learning activities, video / CD viewing, training need analysis pertaining to customer service and meeting with the top management to discuss senior leadership mandate.

Who will benefit

This course is suitable for senior managers, senior executives, managers, supervisors and anyone who has to conduct performance appraisal.

Take The Next Step

Day one

Module 1

- ▶ Performance Management
- ▶ The Performance Management Cycle involves Four Stages
- ▶ The Most Important Objectives of PMS
- ▶ Pitfalls to Avoid
- ▶ Employee Performance Appraisal

0900-1030

Morning tea break

1030-1045

Module 2

- ▶ Definition of Performance Appraisal
- ▶ Purposes of Performance Appraisal
- ▶ The Appraisal Process
- ▶ Challenges to Performance Appraisal
- ▶ Appraisal Methods
- ▶ Feedback in Appraisals

1045-1300

Lunch

1300-1400

Module 3

- ▶ Contributing Factors to Performance Deficits
- ▶ Recommendations for Effective Feedback
- ▶ Performance Management Skills
- ▶ Creating High-Performance Teams

1400-1530

Afternoon tea break

1530-1545

Module 4

- ▶ Standards of Performance
- ▶ How to set standards of Performance

1545-1700

Take The Next Step

Day two

Module 5

- ▶ What are KPI
- ▶ Why are KPIs needed
- ▶ Why is establishing Performance Measurements so important
- ▶ Performance Measures
- ▶ Organization Performance Management Standard
- ▶ Category of Performance Measures
- ▶ Types of Key Performance Indicators

0900-1030

Morning tea break

1030-1045

Module 6

- ▶ What Is An Objective?
- ▶ How to Establish Objective Statement
- ▶ Establish specific objective statements in relation to the different type of measure

1045-1300

Module 7

- ▶ Observation and Feedback
- ▶ How to conduct Observation and Feedback

Lunch

1300-1400

Module 8

- ▶ Overcoming Performance Appraisal Problems
- ▶ Ten Ways to Get Better Performance Management Results
- ▶ What Do Leaders Do?

1400-1530

Afternoon tea break

1530-1545

Module 9

- ▶ How to manage the current appraisal forms
- ▶ What could be the improvements?

1545-1700

Take The Next Step