

COURSE CONTENT OVERVIEW

Performance Appraisal Training



This online Performance Appraisal Training course has been designed as a comprehensive guide for anyone who manages people looking to improve how they perform the appraisal procedure.

The course itself is divided into four modules, an introduction to performance reviews and then three modules that focus on planning and preparation, evaluating your team, carrying out the appraisal and taking your next steps. This course will be appropriate for anyone who is looking to improve their skills in evaluating employee performance, making the appraisal process productive, and handling those tough appraisal conversations.

Module One: Introduction

In this introductory module, learners will recognise the benefits of the performance appraisal process and understand the link between consistent and well-developed feedback systems and employee happiness and productivity. Learners will also learn how to give feedback that employees listen to. The topics in this module are:

- What is an appraisal?
- Why use them?
- Benefits
- Complications
- Feedback

Module Two: Essential Preparation

In this module, learners will discover what information they need to start making their assessments. They'll learn how to make managerial assessments about performance and understand why it is important to tailor the appraisal style to each employee to get great outputs back. The topics are:

- Gathering information
- Direct observation
- Formal documentation
- Rating scale
- Self-appraisal
- Objective assessment
- How to assess
- Consistent feedback
- Final preparation
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Module Three: Conducting an Appraisal

In this module, learners will discover how to conduct the meeting itself. This module covers how to handle critical topics such as unacceptable performance, raise requests, and employees who use the appraisal to request a promotion. They'll also discover the essential action that helps manager's put employees in the right frame of mind to be receptive to feedback. The topics in this module are:

- Before the meeting
- Setting the tone
- Discussing performance
- Unacceptable performance
- Raise requests
- Requesting a promotion

Module Four: Next Steps

In this final module, learners will find out how to move forwards after the appraisal meeting is complete and set goals for the year ahead. This module will also inform learners how to create effective development plans that break goals down into smaller, measurable tasks and motivate their employees to achieve challenging goals that bring direct benefit to the business. The topics in this module are:

- Next steps
- Goal setting
- Development plans
- Following progress
- Reviewing your approach
- Understanding the disciplinary procedure

Aims of the training

By the end of this course, learners will:

- Develop performance development plans.
- Make performance interviews productive.
- Prepare for an appraisal.
- Conduct an appraisal discussion.
- Document the process.
- Accurately evaluate the skills of their employees.
- Recognise core competencies that employees must have.
- Negotiate difficult conversations about poor performance.
- Tackle tough discussions about pay.
- Recognise the importance of consistent feedback.