



Performance Management and Appraisal

Performance management is often viewed by staff and managers who have to undertake the process as something of a trial. However, done well, the performance management and linked appraisal meeting should motivate your staff to continually develop in their role.

It can achieve a shared vision of the purpose and aims of a business and the part the individual plays in that vision. It should also be an opportunity for staff to understand their value to the organisation.

It is a *continuous process* of personal assessment and development of people, closely allied to your business's key goals. But, more importantly, it is about developing each member of staff as an individual so that they can reach their potential.

This course shows you how to get it right for your staff, yourself and ultimately your organisation. We will incorporate your policies, procedures and documentation into the course materials.

Course Content

- The performance management cycle, and setting of standards
- Setting "SMART" objectives
- Identifying development needs and developing an ongoing Personal Development Plan
- Monitoring and collecting evidence, continuous feedback, no surprises
- Self assessment and developing ownership (the 70/30 rule)
- Undertaking the preparation before the appraisal
- The appraisal meeting
- Handling the unexpected
- Getting feedback from staff on how management perform

Who should attend?

Managers with the responsibility for undertaking performance management reviews