

## Duration

1 day

## Suitable For

All managers responsible for conducting appraisals/PDR's within their team. The workshop aims to highlight the key areas of the performance management process and give delegates the skills and confidence to conduct reviews for their team.

## Objectives

By the end of the course delegates will be able to:

- Describe the key principles of effective performance management.
- Understand the key benefits of performance management.
- Describe the role of the manager in the process.
- Set and agree SMART objectives
- Give effective feedback on performance.
- Conduct effective performance reviews.

This workshop is designed around the specific policy and paperwork of each client. Where a client has no existing policy, we will work with them to design a process that fits the needs of each individual organisation.

## Course content

### Principles of performance management

- Performance management cycle
- Organisational measures of success
- Quality and quantity

### Managing the process

- Preparation
- Understanding the paperwork
- Understanding and using competencies
- Gathering information

### Conducting the review

- Setting the scene
- Managing attitude
- Setting expectations
- Setting SMART objectives
- Constructive feedback
- Planning a PDP

### After the review

- Note writing
- Planning the year ahead
- Reviewing progress
- An ongoing process

### Planning how and when to apply new tools/skills

- Action planning

### Course Evaluation and Next Steps