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## **Conducting Effective Appraisals 1 Day Training Course**

Enabling Managers to conduct meaningful and effective performance reviews with their team members

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## Performance Appraisals

### What are you getting out of them?

*'43% said they felt disappointed and undervalued after their last appraisal.'*

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#### Are appraisals a waste of time?

A significant number of employees dread appraisals and here's why. A recent survey\* found:

- 30% consider them to be a waste of time.
- 24% believe their manager refuses to listen.
- 15% say they aren't prepared and worry about being caught out.
- 13% are afraid there will be a confrontation with their boss.

In addition,

- 43% said they felt no different or even disappointed and undervalued after their last appraisal.

For them, instead of being a positive experience, appraisals are felt to be demotivating and can even lower productivity, widening the gap between themselves and their manager.

But it's not all bad news.  
Go to the next page for a positive way forward..

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*• Statistics taken from research conducted by ICM to examine employees' attitudes towards appraisals.*

## Appraisals

### The good news!

92% of those surveyed believe that appraisals can have a long lasting and positive effect. The main business benefits of effective appraisals are felt to be :

- improved morale (43%)
- increased motivation and productivity (39%) and
- improved staff retention (10%).

To bridge the gap between what appraisals can potentially achieve and the often disappointing reality, a new approach is needed.

The answer lies in having effective Appraisal skills and techniques. Acquired, these skills make the appraisal the enjoyable encounter it ought to be, with the added business benefit of improving an individuals performance.

Since its launch, our training programme has helped hundreds of people take the horror out of appraisals.

Acquire the skills and make your next appraisals a highlight of the working year.



## Course Aim

To enable managers to conduct meaningful and effective performance appraisals with their team members

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### About the course

*“Oh no! It’s appraisal time again! What am I going to say this time? Nothing’s changed since last year. The same old rigmarole!”*

Is this how you feel each time you have to appraise your staff? That it’s a chore, that it takes up an awful lot of your time if you’re going to do it properly?

If this is how you feel then help is at hand. This training course may help you to change your mind. It will help you structure the appraisal meeting, get round some of the more awkward things that crop up, and renew your commitment to the appraisal as a vital part of the management practice.

This course illustrates some typical problems that managers and team leaders are likely to face during appraisals and shows participants how to make the meeting a positive experience for both appraiser and appraisee.

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### Key Outcomes

Participants will:

- Renew commitment to the appraisal as a vital part of management
- Gain the knowledge and key skills needed to conduct positive and motivating performance appraisals
- Apply proven techniques to become an expert appraiser

### Who should attend

This course is suitable for those who are, or will be, conducting performance appraisals of other people and are looking to build their confidence and effectiveness in this essential skill.

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## Course Outline

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### Understanding Performance Appraisal

- Defining Appraisal, its aim and purpose
- Exploring benefits of effective appraisal
- The relationship between appraisal & pay
- Making appraisals meaningful - The difference between expert and average appraisers

### Essential Preparation

- Preparing the appraisee
- Gathering the information necessary to assess performance objectively
- Increasing objectivity and removing performance blind spots by using 360° feedback
- Formulating an agenda and planning the best use of the time

### The Appraisal Meeting

- Creating the best tone and atmosphere
- Getting the appraisal off to a good start
- Establishing open and honest communications
- Providing clear performance feedback

### Facing up to the Problems

- Applying a 3 stage structured technique for managing underperformance
- Effective techniques for giving constructive and professional criticism
- Video case study
- Agreeing 'SMART' objectives for performance improvement

### Practice and Feedback

- Participants have the opportunity to practice applying the skills learned in a safe environment within a 'slow-motion-time-paused' practice simulation.

### Appraisee Development

- Identifying and prioritising development with your appraisee
- Using a variety of powerful development methods

### Improving as an appraiser

- Participants have the opportunity to build a personal appraisal skills profile. This uses a self assessment of their own appraisal skills and the perceptions of those they appraise. This profile forms the basis of an action plan to become an expert appraiser.

### Video Content

- The award winning Video Arts production '*Performance Review: Code Red*' is used to reinforce learning. This memorable programme stars Sharon Horgan and is aimed at managers who know the importance of an employee's performance review, but usually find them fairly painful to do. Classic 'difficult' characters in action are shown with simple and effective strategies for getting them on side.

### Personal Development

- Action planning the transfer of learning to the workplace



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## What Clients Say

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“We identified an urgent need to introduce an employee appraisal scheme for the 150 shared service centre staff and, given the extremely positive feedback I had received from the attendees of the *Professional Telephone Behaviour* course, I again decided to commission Training Interventions to undertake the design and delivery of a bespoke course for both managers and staff.

A *Conducting Effective Appraisals* course was followed up by a half-day practice and feedback session where an actress was used to make role play highly realistic. This ran for all managers in spring this year, together with a half day *Appraisee Preparation Programme* for all other staff.

This course formed the bedrock of the implementation of our in-house appraisal scheme this summer that has been extremely well received by staff.”

**Alan Walford, HR Manager**  
**Stagecoach**



## What Delegates Say

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*“The course was excellent. I have gained the confidence and tools to do a quality appraisal – so much better than I would have done before.”*

**Alison Hunter, Stagecoach**

*“It has made me feel positive about achieving the most from any future appraisals and not seeing them as just a ‘paper exercise’.”*

**Participant from Turley**

*“The course gave me solid knowledge and also techniques through which to apply it. The trainer was knowledgeable and engaging, turning a seemingly dry subject into an excellent learning experience.”*

**David Webster, Public Affairs Coordinator,  
Royal College of GP’s**



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## Contact us

This course is available for in-house delivery or at a venue of your choice and can be tailored specifically to meet your business needs. For booking fees or further information contact us:

**0845 519 9395**

**[info@traininginterventions.co.uk](mailto:info@traininginterventions.co.uk)**

**[www.traininginterventions.co.uk](http://www.traininginterventions.co.uk)**

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### Related Training Programmes:

- Appraiser Preparation Programme
- Performance Management for Managers
- Managing Underperformance
- Effective Influencing Skills

