

Appraisal Interview Skills



Introduction

It is vital that organisations make the most of the human resources available to them. An appraisal interview is a planned discussion between manager and member of staff to review progress, identify training needs and set objectives. Correctly handled, the benefits to the organisation are enormous.

This course will enable delegates to practice the skills of researching, preparing and conducting effective appraisal interviews.

Who should attend

Anyone who conducts appraisal interviews within his or her organisation

Duration

1 day

Course Outline

What is Performance Appraisal

- ◆ Definitions and objectives
- ◆ Specific aims
- ◆ Benefits of an appraisal scheme
- ◆ What an appraisal is not or should not be
- ◆ Appraisal forms

The Structure of the Appraisal Interview

- ◆ Introduction
- ◆ Performance review
- ◆ Assessment of future needs
- ◆ Objective setting
- ◆ Action plan
- ◆ Summary

Preparing for the Appraisal Interview

- ◆ Timing
- ◆ Performance review
- ◆ Employee expectations
- ◆ Development
- ◆ Environment

Interview Skills

- ◆ Qualities of a good interviewer
- ◆ Setting
- ◆ Non-verbal communication
- ◆ Questioning techniques
- ◆ Effective listening skills
- ◆ Pattern of interaction
- ◆ Problem solving

Following-up the appraisal interview

- ◆ Why follow-up
- ◆ Documentation
- ◆ Actions
- ◆ Monitoring
- ◆ Review meetings

Course Summary



How to Book

You can choose from the following options:

- ◆ Call our TRAINING CENTRE on 01189 778562
- ◆ Email us at our specially designated TRAINING CENTRE address:

info@mass-trainingcentre.com