

CONSTRUCTIVE PERFORMANCE APPRAISALS (1 Day)

Workshop Aim

A highly intensive and practical 1-day workshop that will provide line managers with the skills and confidence to conduct those normally "dreaded" Appraisal Interviews, with positive results in terms of organisational goal achievement, as well as employee morale and competence enhancement.

The best way for line managers to learn how to conduct Performance Appraisals is to use (in the training workshop) EXACTLY THE SAME Performance Appraisal documentation used in their organisation. This way the training becomes fully realistic and easily transferable to the work situation.

In order to achieve this ideal, we believe in customising the **Constructive Performance Appraisals Workshop** to align with the existing Performance Management System and documentation of client organisations. Where such existing systems in organisations fall short in respect of structure and contents (to best achieve organisational goals) we recommend that this be addressed first – before managers are trained in conducting Performance Appraisals.

Please refer to our consultation service on **Performance Management / Appraisal System Design** where this may be the case.

Clients Comments:

"The Constructive Performance Appraisals Workshop is 'ka mau te wehi' – awesome."
Katrina Wahanui – Clinical Services Manager: Raukura Hauora O Tainui

Target Audience

This workshop aims at all levels of management, including team leaders responsible for conducting Performance Appraisals

Workshop Objectives

At the conclusion of this workshop, participants will be able to:

1. Understand the components of our Four-Stage Performance Management System, and the place of Performance Appraisals within such a system:

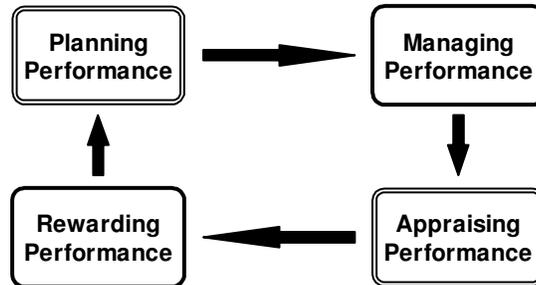
- (1) Planning Performance
- (2) Managing Performance
- (3) Appraising (Reviewing) Performance
- (4) Rewarding Performance

2. Conduct an effective Performance Appraisal:

- Planning and preparing for the appraisal
- Conducting the appraisal:
 - *Effective listening*
 - *Reading and projecting body language*
 - *Tone of voice*
 - *Giving praise where deserved*
 - *Giving constructive criticism, and facilitating corrective action*
 - *Dealing with conflict and other difficult appraisal interview situations*
 - *Facilitating agreement on actual performance (and ratings where applicable)*

- Identifying jobholder training and development needs, and completing a Personal Development Plan
- Following up

Performance Mgmt Cycle



Workshop supplemented by a powerful video model, illustrating how it is done

Important benefits of effective Performance Appraisals:

A. Benefits to the Organisation

- Facilitates the achievement of organisational goals and strategies
- Contributes to improved staff morale
- Facilitates continuous performance improvement, organisation development and culture change
- Assists in establishing a performance culture – of quality, efficiency and achievement
- Provides a formal means of discussing competency gaps and how to address them – leading to a more competent work force
- Helps build a climate of openness and trust
- Adds to a participative work culture
- Forms part of the legal process in addressing persistent poor performance
- Provides the basis for fair remuneration based on actual performance, so employees can see and experience a clear link between their performance and the rewards they receive

B. Benefits to Employees

- An opportunity to get formal feedback from line managers on how their performance is viewed – so that they can learn what they do well and what needs to improve
- Ensures clarity regarding work expectations and standards, reducing anxiety/stress and conflict with line managers
- An opportunity to discuss their job competencies (or lack thereof) – leading to targeted training and development – helping them to realise their full potential
- Provides a forum to share new ideas and to air views

Training in the effective conducting of Performance Appraisals will reduce Line Manager reluctance and fear to do these with their staff. If done well, stress and conflict during the Performance Review are drastically reduced.

PARTICIPANT FEES:

Public Workshops: Not available as a public workshop

In-House Workshops: \$285-00 + GST (minimum 6 delegates per workshop)

SMALL-GROUP IN-HOUSE WORKSHOPS:

- 5 Delegates \$310-00 + GST pp
 - 4 Delegates \$350-00 + GST pp
 - 3 Delegates \$395-00 + GST pp
 - 2 Delegates \$445-00 + GST pp
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