

## **Care and Candor : Making Performance Appraisals Work**

Performance appraisal is a human resources management activity that allows you to stand back and take the time to observe the growth of employees based on the organization's environment, context and culture.

This program will address on how to use care, candor and collaboration during performance appraisals in order to empower employees toward achieving success for both themselves and our organization.

### **Key focus**

1. The importance of a clear understanding of results, measurement criteria, objectives and performance levels expected of jobs;
2. The need to have accurate, objective and timely feedback to maximize employee performance;
3. How to write Personal development plans for employees in order to improve performance;
4. How to reinforce continuous improvement and teamwork, and which will motivate constructive behaviour.

### **Methodology**

This course will be delivered through interactive lectures, role play, group discussion, experiential learning activities, video / CD viewing, training need analysis pertaining to customer service and meeting with the top management to discuss senior leadership mandate.

### **Who will benefit**

This course is suitable for senior managers, senior executives, managers, supervisors and anyone who has to conduct performance appraisal.

**Take The Next Step**

## Day one

### Module 1

- ▶ Performance Management
- ▶ The Performance Management Cycle involves Four Stages
- ▶ The Most Important Objectives of PMS
- ▶ Pitfalls to Avoid
- ▶ Employee Performance Appraisal

0900-1030

*Morning tea break*

1030-1045

### Module 2

- ▶ Definition of Performance Appraisal
- ▶ Purposes of Performance Appraisal
- ▶ The Appraisal Process
- ▶ Challenges to Performance Appraisal
- ▶ Appraisal Methods
- ▶ Feedback in Appraisals

1045-1300

*Lunch*

1300-1400

### Module 3

- ▶ Contributing Factors to Performance Deficits
- ▶ Recommendations for Effective Feedback
- ▶ Performance Management Skills
- ▶ Creating High-Performance Teams

1400-1530

*Afternoon tea break*

1530-1545

### Module 4

- ▶ Standards of Performance
- ▶ How to set standards of Performance

1545-1700

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## Day two

### Module 5

- ▶ What are KPI
- ▶ Why are KPIs needed
- ▶ Why is establishing Performance Measurements so important
- ▶ Performance Measures
- ▶ Organization Performance Management Standard
- ▶ Category of Performance Measures
- ▶ Types of Key Performance Indicators

0900-1030

*Morning tea break*

1030-1045

### Module 6

- ▶ What Is An Objective?
- ▶ How to Establish Objective Statement
- ▶ Establish specific objective statements in relation to the different type of measure

1045-1300

### Module 7

- ▶ Observation and Feedback
- ▶ How to conduct Observation and Feedback

*Lunch*

1300-1400

### Module 8

- ▶ Overcoming Performance Appraisal Problems
- ▶ Ten Ways to Get Better Performance Management Results
- ▶ What Do Leaders Do?

1400-1530

*Afternoon tea break*

1530-1545

### Module 9

- ▶ How to manage the current appraisal forms
- ▶ What could be the improvements?

1545-1700

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