

Appraisal skills

Course aim

Appraisal sessions can be a bit like Marmite - people either love them or hate them! This course takes the pain out of arranging and conducting appraisal sessions by giving the appraiser a structured format to work to and skills in putting the appraisee at ease, building rapport and creating a two-way conversation.

Bespoke

We can include a session in this course that covers the specific appraisal process and paperwork relevant to your council. Note - this is not compulsory as we can also introduce people to tried and tested appraisal systems.

Topics

You will learn how to adequately prepare for appraisal sessions - bearing in mind you may have a large number to conduct in a short space of time; think yourself lucky if you don't! This preparation involves making sure the person being appraised is aware of the appraisal process and what is expected of them before, during and after the appraisal session.

Apart from familiarising yourself with the appraisal forms etc, you will be introduced to high level questioning & listening communication strategies that will enable you to gather accurate information about the performance, hopes, fears and aspirations of the appraisee.

We will show you how to assess and analyse the information you gather during an appraisal session and also how to give (and often receive) feedback designed to improve the future performance of the appraisee. We will also cover how to use appraisals to encourage and motivate people!

Objectives

- Familiarisation of appraisal processes and paperwork - bespoke or generic
- Understand the purpose and benefits of a quality appraisal process
- Practice building rapport, questioning techniques and active listening
- Know how to follow set up, conduct and follow up appraisal sessions

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