

COURSE FACT SHEET:

Performance Appraisal Getting it right!

Constructive staff feedback will help you unlock individual potential and meet business goals

Too often staff appraisals are either a one-way criticism or an unfocused chat. Used properly, however, the process will enable managers to check progress on business targets and identify development needs to benefit the individual, the team and the organisation. Performance Appraisal: Getting it right! will give supervisors and employees fresh insight on how to transform performance reviews into positive and productive experiences. Devised by Professor Clive Fletcher, author of the CIPD standard text on performance appraisal, and developed in partnership with Robertson Cooper Ltd, this Skill Boosters learning solution will help you get the best from your performance appraisal programme.

How this course will benefit your organisation

Take your teams through this training experience and they will learn to prepare more fully for performance reviews and focus their discussion on what really matters – measurable targets, actual progress, barriers to success and future training needs.



Key learning outcomes

'Performance Appraisal: Getting it right!' will help in the following ways:

Appraiser

- Assessing performance and competencies
- Avoiding bias
- Interviewing and feedback skills
- Dealing with difficult situations

Appraisee (e-learning module only)

- Preparing for an appraisal
- Handling the interview
- Self-assessing performance
- Benefiting from positive and negative feedback

Produced by Skill Boosters
in partnership with:

robertsoncooper

Robertson Cooper Ltd is a leading Business Psychology Company specialising in motivation and well-being in the workplace, led by Professor Ivan Robertson and Professor Cary Cooper.

Dr Clive Fletcher is the Managing Director of Personnel Assessment Ltd. He was formerly Professor of Occupational Psychology at Goldsmiths' College, University of London, and is the author of the well known CIPD standard text on Performance Appraisal, *"Appraisal and feedback: making performance review work"*.

“ This is an informative and instructionally sound package presented with the high quality media production that is the hallmark of Skill Boosters' products. Extensive use of well-executed video-based scenarios brings the real human and soft skills challenges at the heart of the appraisal process to life. ”

Training
Journal



SKILL BOOSTERS
bringing learning to life

PA-CFS-0807

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Getting it right!

Course details

Overview

Via a choice of video, e-learning or LIVE trainer-led formats, this course contains a comprehensive range of modules to develop both appraisers and appraisees. Suitable for people in all parts of the organisation, it has been developed to help staff at any level including: foundation level employees, operational managers and staff, HR managers and trainers, and senior executives.

Course Content

The course content leads participants through a constructive two-way review process. It contains background information and guidance to help them give and receive more effective performance appraisals and ensure the organisation gains.

Video

- Includes**
- What to assess
 - Feedback skills
 - Stages of the interview
 - Problem solving
 - Difficult situations

E-learning

- Includes**
- Appraiser module
 - Appraisee module

LIVE trainer-led

LIVE trainer-led workshops can be tailored to your specific needs.

What sets Skill Boosters apart?

- Our courses consist of credible and best practice learning content developed in partnership with leading subject matter experts
- We can blend subject matter and delivery methods in a unique way
- Our training solutions can be tailored to suit the needs of your staff and organisation
- We create innovative learning technologies to deliver inspiring and accessible training solutions
- Our background and expertise in television, multimedia and education enables us to create rich media-based training solutions which engage learners throughout their learning journey
- We offer a no-obligation 'try before you buy' service

“ While approaches to performance appraisal do vary, this product is founded on universal principles and could add real value to the appraisal process operated across a wide range of public and private sector organisations. ”

Training Journal



Delivery formats available

Video with trainer notes and self-study guide.

CD-ROM and Intranet with user booklet.

LIVE trainer-led workshops

Duration

Video: 40mins.

E-learning: 25mins approx.

LIVE trainer-led workshops half day or one day

Please contact us for pricing options, special offers or to discuss a tailored model.



Organisations that have already invested in and reaped the benefits of this course: **ACAS** CITY OF EDINBURGH COUNCIL
DEPARTMENT FOR INTERNATIONAL DEVELOPMENTS FOOD STANDARDS AGENCY **LONDON UNDERGROUND** ARGOS
NATIONAL AUDIT OFFICE ABERDEEN COLLEGE ADULT LEARNING INSPECTORATE **LIVERPOOL JOHN MOORES UNIVERSITY**
UNIVERSITY OF EXETER **UNIVERSITY OF SUSSEX** BIRMINGHAM CITY COUNCIL **NHS DIRECT** TWO SHIRES AMBULANCE NHS
QUEEN VICTORIA HOSPITAL NHS TRUST BANK OF IRELAND **BRADFORD AND BINGLEY BUILDING SOCIETY** CARD CARE
CLOSE PREMIUM FINANCE **FINANCIAL SERVICES AUTHORITY** BRITISH AIRWAYS **DEBENHAMS PLC** ROYAL NEWSPAPERS L